

FEBRUARY 17, 2017
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Legislative and
Public Affairs Committee
Meetings





CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, CA 95827
Mailing Address: P.O. Box 26000, Sacramento, CA 95826
800-321-CSLB (2752)
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STATE OF CALIFORNIA

Governor Edmund G. Brown Jr.

NOTICE OF LEGISLATIVE COMMITTEE and PUBLIC AFFAIRS COMMITTEE MEETINGS

Friday, February 17, 2017, 10:00 a.m. – 12:30 pm (or until the conclusion of business)

Contractors State License Board HQ, John C. Hall Hearing Room
9821 Business Park Drive, Sacramento, CA 95827

Meetings are open to the public except when specifically noticed otherwise in accordance with the Open Meeting Act. All times when stated are approximate and subject to change without prior notice at the discretion of each Committee's Chair unless listed as "time certain." Items may be taken out of order to maintain a quorum, accommodate a speaker, or for convenience. Action may be taken on any item listed on this agenda, including information-only items. The meeting may be canceled without notice.

Members of the public can address the Committee during the public comment session. Public comments will also be taken on agenda items at the time the agenda item is heard and prior to the CSLB's Committee taking any action on said items. Total time allocated for public comment may be limited at the discretion of each Committee Chair.

LEGISLATIVE COMMITTEE MEETING AGENDA

(10:00 a.m.)

Legislative Committee Members:

Nancy Springer, Chair / David Dias / Joan Hancock / Mike Layton / Paul Schifino / Johnny Simpson

- A. Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction
- B. Public Comment Session for Items not on the Agenda and Future Agenda Item Requests
(Note: Individuals may appear before the Committee to discuss items not on the agenda; however, the CSLB's Committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).
- C. Review, Discussion, and Possible Action to Recommend to the Board the Initiation of a Rulemaking to Amend Title 16, California Code of Regulations (16 CCR) Sections 853, 858.1, 858.2, 869, 869.9, and 872 (Renewal of License, Blanket Performance and Payment Bonds, Criteria for Rehabilitation, Applications for Re-Licensure, CGL Insurance Disclosure)
- D. 2016-18 Strategic Plan Update; Discussion and Possible Action on 2017-18 Legislative Objectives
- E. Update on CSLB's Legislative Proposal for Authority to Issue a Letter of Admonishment
- F. Update on Implementation of SB 1039 (Hill, 2016) – Fee Increase
- G. Update on Implementation of SB 465 (Hill, 2016) – Study and Report Requirement
- H. Update on Implementation of SB 66 (Leyva, 2016) – Information Sharing
- I. Adjournment

PUBLIC AFFAIRS COMMITTEE MEETING AGENDA

(Upon Adjournment of the Legislative Committee Meeting)

Teleconference Notice: One or more Committee Members will participate in this meeting at the teleconference sites listed below. Each teleconference location is accessible to the public and the public will be given an opportunity to address the Committee at each teleconference location. The public teleconference sites for this meeting are as follows:

Contractors State License Board John C. Hall Hearing Room 9821 Business Park Drive Sacramento, CA 95827	Contractors State License Board 12501 East Imperial Hwy, Suite 600 Norwalk, CA 90650	Contractors State License Board 100 Paseo De San Antonio, Suite 103 San Jose, CA 95113
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Public Affairs Committee Members:

Dave Dias, Chair / Kevin Albanese / David De La Torre / Pastor Herrera Jr. / Nancy Springer

- A. Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction
- B. Public Comment Session for Items not on the Agenda and Future Agenda Item Requests
(Note: Individuals may appear before the Committee to discuss items not on the agenda; however, the CSLB's Committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).
- C. Public Affairs Program Update
 - 1. Online Highlights
 - 2. Video/Digital Services
 - 3. Media Relations Highlights
 - 4. Industry and Licensee Highlights
 - 5. Publication/Graphic Design Highlights
 - 6. Community Outreach Highlights
 - 7. Employee Relations, Development and Intranet (CSLBin)
- D. Review and Discussion Regarding Consumer Outreach Materials for Purchasing or Leasing a Solar Energy System
- E. 2016-18 Strategic Plan Update; Discussion and Possible Action on 2017-18 Public Affairs Objectives
- F. Adjournment

***Note:** Members of the Board who are not members of the Committee may attend the Committee meetings. However, if a majority of members of the full board are present at any of the Committee meetings, members who are not Committee members may attend the meeting as observers only.

The Board intends to provide a live webcast of the meeting. The webcast can be located at www.cslb.ca.gov. Webcast availability cannot, however, be guaranteed due to limitations on resources or technical difficulties. The meeting will continue even if the webcast is unavailable. If you wish to participate or to have a guaranteed opportunity to observe, please plan to attend at the physical location.

The meeting is accessible to the physically disabled. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Aaron Schultz at (916) 255-4000 or Aaron.Schultz@cslb.ca.gov or send a written request to Aaron Schultz, 9821 Business Park Drive, Sacramento, CA 95827. Providing your request at least five (5) business days prior to the meeting will help ensure availability of the requested accommodation.



CONTRACTORS STATE LICENSE BOARD

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10:00 a.m.

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9821 Business Park Drive, Sacramento, CA 95827

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FEBRUARY 17, 2017
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Legislative
Committee Meeting



AGENDA ITEM A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction

LEGISLATIVE COMMITTEE MEMBERS:

NANCY SPRINGER, CHAIR

DAVID DIAS

JOAN HANCOCK

MIKE LAYTON

PAUL SCHIFINO

JOHNNY SIMPSON

Committee Chair Nancy Springer will review the scheduled Committee actions and make appropriate announcements.



AGENDA ITEM B

Public Comment Session for Items not on the Agenda and Future Agenda Item Requests

(Note: Individuals may appear before the Committee to discuss items not on the agenda; however, the CSLB's Committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).



AGENDA ITEM C

Review, Discussion, and Possible Action to Recommend to the Board the Initiation of a Rulemaking to Amend Title 16, California Code of Regulations (16 CCR) Sections 853, 858.1, 858.2, 869, 869.9, and 872 (Renewal of License, Blanket Performance and Payment Bonds, Criteria for Rehabilitation, Applications for Re-Licensure, CGL Insurance Disclosure)





Committee Action

Staff requests that the Committee consider making a motion to recommend that the Board approve the proposed regulatory text, direct staff to submit the proposed text to the Director of the Department of Consumer Affairs and the Business, Consumer Services, and Housing Agency for review and if no adverse comments are received, authorize the Registrar to take all steps necessary to initiate the rulemaking process, make any non-substantive changes to the package, and set the matter for a hearing.

SUMMARY OF PROPOSED REGULATORY CHANGES

California Code of Regulations Title 16, Division 8

Article 5. Renewal of License

Amend Section 853 as follows:

This section contains provisions regarding license renewals, including delinquent renewals. The proposed changes would clarify the conditions under which a license renewal is delinquent. In staff's experience, some applicants or licensees fail to understand the current requirements for timely renewal of a license to avoid delinquency or expiration of the license. Currently, the regulations require a licensee to submit the application postmarked "by the expiration date" of the license. Staff proposes to revise this language to make it clearer that the renewal application must be submitted either by mail or in person "on or before the expiration date" to avoid delinquency or expiration of the license.

Article 6. Bonds

Amend Section 858.1 as follows:

Section 858.1 establishes requirements for the blanket performance and payment bond and contains the bond form. The proposed changes would add a reference to Section 7159 of the Business and Professions Code that, in addition to Section 7151.2, contains definitions of a "home improvement contract" and would revise the format of the blanket performance and payment bond to accommodate the total aggregate bond dollar amount that is being covered by the surety company. These changes are necessary to clarify that the blanket performance and payment bond would pay the specific sum of each individual



contract covered therein, up to the total aggregate amount of the bond for all of the contracts involved.

Amend Section 858.2 as follows:

This section contains information relating to the application for the blanket performance and payment bond, as well as the qualifier's certification statement. The proposed changes would revise the amount of time that a contractor must be licensed in order to qualify to hold a blanket performance and payment bond, as mandated by SB 1479 (Ch. 634, Stats 2016).

Article 7. Special Provisions

Amend Section 869 as follows:

This section establishes criteria for rehabilitation in relation to criminal convictions of applicants for licensure and whether to issue or deny the license. The proposed changes would incorporate references to conviction dismissals under Penal Code sections 1203.4a and 1203.41, as provided in Section 480 of the Business and Professions Code, that must be taken into account when making a determination about rehabilitation.

Amend Section 869.9 as follows:

This section sets forth criteria to be used when determining the earliest date an applicant may reapply for licensure after being denied. The proposed changes would incorporate references to conviction dismissals under Penal Code sections 1203.4a and 1203.41, as provided in Section 480 of the Business and Professions Code, that must be taken into account when making a determination about a reapplication date.

Amend Section 872 as follows:

Section 872 contains disclosure information regarding Commercial General Liability (CGL) Insurance that must be included in some bids and contracts. The proposed changes would reorganize the disclosure form for ease of use and reference for the consumer and would also add new language to reflect the requirement that limited liability companies (LLC) carry CGL Insurance. Prior to the licensure of LLCs in 2012, there were no liability insurance requirements for contractor licensees.



CONTRACTORS STATE LICENSE BOARD
DRAFT ORIGINALLY PROPOSED LANGUAGE

California Code of Regulations (CCR)
Title 16, Division 8

Article 5. Renewal of License

Amend Section 853 as follows:

§853. Renewal Application Form.

- (a) The Registrar shall mail to each licensee, prior to the expiration of the license, a renewal form with complete instructions for renewal of the license.
- (b) A renewal application and fee must be postmarked or hand-delivered to the Board's headquarters office on or before the expiration date of the license. Failure to comply with the requirements of this subsection shall result in the renewal application being deemed delinquent.
- (c) An incomplete renewal application shall be returned to the licensee by the Registrar with an explanation of the reasons for its rejection. The licensee shall resubmit the renewal application to the Board postmarked or by hand-delivery to the Board's headquarters office on or before the expiration date of the license. Failure to comply with this subsection shall result in the expiration of the license as provided in Section 7140 of the Code.
- (d) An expired license shall not be renewed until any accrued delinquency fee has been paid.

Note: Authority cited: Section 7008, Business and Professions Code. Reference: Sections 7137 and 7140, Business and Professions Code.



Article 6. Bonds

Amend Section 858.1 as follows:

§858.1. Blanket Performance and Payment Bond Requirements

(a) A blanket bond that is filed on behalf of a licensee to satisfy the provisions of Section 858 shall be underwritten for a dollar amount that is sufficient to cover one-hundred percent (100%) of the home improvement contracts for which the licensee has an obligation.

(b) Upon written request by a licensee, the Registrar is authorized to approve a blanket bond that is capped according to the schedule listed under subsection (c) provided the following conditions are met:

(1) The licensee, or the parent company of the licensee, is required to submit annual reports (Form 10-K) to the United States Securities and Exchange Commission (U.S. SEC).

(2) Upon the filing of a request that the blanket bond be capped, a copy of the most recently filed Form 10-K shall be submitted to the Registrar. Thereafter, a copy of any Form 10-K report shall be submitted to the Registrar within 10 days of filing with the U.S. SEC.

(3) The net worth of the applicable firm shall, initially and annually thereafter, be not less than 10 times the sum of the blanket bond as determined by the Registrar. Each net worth calculation shall be applicable to the period for which the most recent Form 10-K report was submitted to the U.S. SEC.

(c) The blanket bonds for which a request has been submitted under subsection (b) shall comply with the following schedule:



- (1) If a licensee, or the parent company of a licensee, is classified as a “large accelerated filer” by the U.S. SEC, the amount of the blanket bond shall be \$10 million.
 - (2) If a licensee, or the parent company of a licensee, is classified as an “accelerated filer” by the U.S. SEC, the amount of the blanket bond shall be \$5 million.
 - (3) If a licensee, or the parent company of a licensee, is classified as a “non-accelerated filer” by the U.S. SEC, the amount of the blanket bond shall be \$1 million.
 - (d) A licensee who is granted approval of a blanket bond pursuant to subsections (b) and (c) is not subject to the biennial financial reporting requirement specified under Section 858.4(a)(2). However, the qualifier's certification statement must be submitted biennially as specified under that section.
 - (e) For the purpose of executing the qualifier's certification statement required under Section 858.2(a)(4), the provisions of subsections (a), (b), and (c) of Section 858.1 shall be referenced collectively as “the 100% rule.”
- On the date that this section becomes effective, any licensee that has a blanket bond on file with the Board that fails to comply with the 100% rule shall achieve compliance not later than 90 days after the effective date of the section. The Registrar is authorized to rescind the approval of the blanket bond in accordance with the provisions of Section 858.8 of this Article if the licensee fails to comply with any provision of this section.
- (f) The form of the blanket bond specified under this section is subject to the approval of the Registrar and shall conform to the following with regard to content:

This bond shall be filed with the Registrar of Contractors

State of California

Contractors State License Board

Surety Code: _____

Bond No.: _____

License No.: _____

BLANKET PERFORMANCE AND PAYMENT BOND

(Business and Professions Code Section 7159.5)

The term of this bond is _____ to _____,

KNOW ALL BY THESE PRESENTS: That _____

(Business Name as Shown on the License)

whose address for service is

(Street Address)

(City)

(State)

(Zip Code)

as Principal, and _____

(Name of Surety)



a corporation organized under the laws of the State of _____ and authorized to transact a general surety business in the State of California, as Surety, are held and firmly bound unto each owner or tenant of a residence or dwelling unit as the beneficiaries with whom the Principal, as of the date of this bond and thereafter, enters into a home improvement contract as defined in Sections 7151.2 and 7159 of the Business & Professions Code for repairing, remodeling, altering, converting, or modernizing such building or structure. In the just and full sum of the amount of each individual contract for which sum, well and truly to be paid, we bind ourselves, our heirs, executors, successors, and assigns, jointly and severally, firmly by these presents. The liability for all contracts covered hereunder shall have an aggregate sum not to exceed the total amount of this bond, herein prescribed in the amount of _____ (\$_____).

(BOND DOLLAR AMOUNT)

THE CONDITION OF THE OBLIGATION IS SUCH, That, WHEREAS, Sections 7159 and 7159.5 of the Business & Professions Code provide for bonding requirements for contractors entering into contracts covered by these provisions of law, AND, WHEREAS, the Principal desires to file a blanket guarantee to operate as security in accordance with Section 995.020 of the Code of Civil Procedure, to cover the performance and payment of all obligations resultant from such contracts in order to conduct business under the exemptions specified under paragraph (8) of subdivision (a) of Section 7159.5 of the Business & Professions Code.

NOW THEREFORE, if the Principal shall well and truly perform and fulfill all the understandings, covenants, terms, conditions, and agreements of said contracts, and shall also well and truly perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of any and all duly authorized modifications of said contracts; and if the Principal shall promptly make payments to all persons, whether or not in direct contractual relationship with Principal, supplying labor or material or both for the prosecution of the work provided in said contracts, then this obligation is to be void;



otherwise, it is to remain in full force and effect as though separate bonds in the full amount of the contract price had been written on the individual contracts.

PROVIDED, HOWEVER, this bond is issued subject to the following express conditions:

1. This bond may be cancelled by the surety in accordance with the provisions of Sections 996.310 et seq. of the Code of Civil Procedure.
2. This bond shall be deemed continuous in form and shall remain in full force and effect and shall run concurrently with the license period for which the license is granted and shall continue beyond that period and every succeeding license period or periods for which said Principal may hold this license or until the effective date of rescission of the Registrar's approval of the bond, after which liability hereunder shall cease in accordance with provisions of Section 996.360 of the Code of Civil Procedure.
3. This bond to become effective _____
(Date)
4. Even though this bond may be in effect for more than one year, the surety's aggregate liability for all contracts covered hereunder shall in no event exceed the amount set forth above.
5. The surety signing this bond is jointly and severally liable on the obligations of the bond, the obligations of the statutes providing for this bond, and the applicable provisions of the Code of Civil Procedure regarding bonds.

(Name of Surety)

(Address for Service)

I declare under penalty of perjury under the laws of the State of California that I have executed the foregoing bond under an unrevoked power of attorney. I further declare that I have relied upon the "Qualifier's Certification Statement" to determine that, as of the

date of execution, the penal sum of this bond is a good faith valuation of the funds required to safeguard the financial interests of the beneficiaries relative to the obligations for which this bond is posted.

Executed in _____, _____ on _____,
(City and State) (Date)

under the laws of the State of California.

Certificate of Authority # _____

Signature of Attorney-in-Fact _____

Printed or Typed Name of Attorney-in-Fact _____

Address of Attorney-in-Fact _____

Telephone Number of Attorney-in-Fact (_____) _____

Signature of Principal (Qualifier for the License) _____

13B-39 (rev. 02/17)

Note: Authority cited: Section 7008, Business and Professions Code. Reference: Sections 7151.2, 7159, and 7159.5, Business and Professions Code.

Amend Section 858.2 as follows:

§858.2. Application for Approval of Blanket Performance and Payment Bond

(a) A licensee seeking approval of a blanket bond shall meet the applicable conditions specified under this Article and submit to the Board an Application for Approval of Blanket



Performance and Payment Bond, form 13B-35 (11/2011), that includes the following information:

- (1) The name and address of the licensee as listed on the license record and the license number.
- (2) The name of every person listed on the license record of the applicant who, as specified under Section 7068 of the Code, is acting as a qualifier for the license.
- (3) The reviewed year-end financial statements and a report prepared by a certified public accountant (CPA) duly licensed by the California Board of Accountancy or licensed by another state board of accountancy. The reviewed financial statements shall include supplemental information related to the liquidity ratios of the licensee's business and shall particularly include the current ratio and the quick ratio, the calculations for which are specified under subparagraphs (A) and (B) below. The review report, or a separate supplementary report, shall include an explanation that the information has been subject to the review of the CPA. The review report shall cover the two fiscal years immediately preceding application for approval of the blanket bond, and should be prepared in accordance with the current Statements of Standards for Accounting and Review Services issued by the American Institute of Certified Public Accounts.
 - (A) Current ratio calculation: current assets; divided by current liabilities.
 - (B) Quick ratio calculation: current assets minus inventory; divided by current liabilities.
- (4) A certification statement, signed under penalty of perjury by the qualifier for the license, which shall conform to the following language:

QUALIFIER'S CERTIFICATION STATEMENT

(Unless otherwise noted, all section references are to the California Business and Professions Code.)



The undersigned declares that, in accordance with Sections 7068 and 7068.1 of the Code, he or she is a qualifier for the licensee identified below (hereafter referred to as "licensee") and is responsible for exercising the direct supervision and control of the licensee's operations as is necessary to secure full compliance with the laws and regulations that are under the jurisdiction of the Contractors State License Board. As a qualifier of the licensee, the undersigned has reviewed sufficient financial information to execute this certification as it pertains to the licensee's home improvement sales and services that are subject to the home improvement contract requirements specified under Section 7159 of the Code. As of close of business on _____ the

(Date)

blanket performance and payment bond (bond) number _____ issued by

(Bond Number)

_____ as surety is, according to my comprehension

(Name of Surety Company)

of the data derived from the licensee, in an aggregate amount that is sufficient to comply with the "100% rule" as specified in the provisions of Section 858.1 of Title 16, Division 8 of the California Code of Regulations. The undersigned also certifies that he or she will monitor the relevant business activity of the licensee; exercise due diligence to secure ongoing compliance with the 100% rule; and notify the Registrar within 30 days of the licensee's refusal, failure, or inability to comply with the 100% rule.

The undersigned also certifies that, upon approval of the blanket bond by the Registrar, the contract forms that will be used by the licensee for all transactions which are subject to Section 7159 of the Code will contain a notice which informs the property owner that a blanket performance and payment bond is on file with the Registrar of Contractors, or in lieu thereof, a notice that clearly identifies the name and address of the surety that has issued the blanket performance and payment bond.

As a qualifying individual for the licensee, I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration was executed on _____ at _____, _____.

(Date)

(City and State)

<hr/> <p>(Name of Licensee as it Appears on the License)</p>	<hr/> <p>(License Number)</p>
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<hr/> <p>(Printed Name of Qualifier)</p>	<hr/> <p>(Signature of Qualifier)</p>
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(b) A licensee shall be licensed in this state in an active status for not less than two (2) years prior to submitting the application provided for by this section.

(c) Except as otherwise provided under this subsection, an application for approval of a blanket bond shall not be accepted for consideration if any member of the personnel of record of the licensee, or any home improvement salespersons registered to the licensee, was found to have been responsible for, participated in, or otherwise culpable relative to any legal action that is subject to disclosure under Section 7124.6(e)(2) or 7124.6 (e)(3) of the Code, or is named on a license that is suspended pursuant to Section 7071.17 of the Code.

(1) Any person who, after the effective date of the most recent disciplinary order applicable to that individual, is listed on an active license for three (3) consecutive years with no violations resulting in disciplinary action may make application as provided under this Article.



(d) The application shall be signed by the person qualifying on behalf of the licensee who has executed the qualifier's certification statement required under this section. In the case of a responsible managing employee qualifier, the application shall also be signed by the owner, partner, or current corporate officer.

(e) The application shall be accompanied by a blanket bond that complies with the provisions of Section 858.1 of this Article and is underwritten by a surety that has been admitted in the State of California.

Note: Authority cited: Section 7008, Business and Professions Code. Reference: Sections 7068, 7068.1, 7124.6, 7159 and 7159.5, Business and Professions Code.

Article 7. Special Provisions

Amend Section 869 as follows:

§869. Criteria for Rehabilitation

(a) When considering the denial, suspension, or revocation of a license pursuant to Division 1.5 (commencing with Section 475) of the code, the Board in evaluating the applicant's or licensee's rehabilitation and present eligibility for a license will consider the following criteria:

(1) Subject to the provisions of subsection (a)(2), an applicant or licensee may be determined to be rehabilitated if he or she meets the following criteria:

(A) For felony convictions that are substantially related to the qualifications, functions, or duties of a licensee as defined in Section 868, seven (7) years have passed from the time of release from incarceration or completion of probation if no incarceration was imposed, without the occurrence of additional criminal activity or substantially-related acts.

(B) For misdemeanor convictions that are substantially related to the qualifications, functions, or duties of a licensee as defined in Section 868, three (3) years have passed



from the time of release from incarceration or completion of probation if no incarceration was imposed, without the occurrence of additional criminal activity or substantially-related acts.

(C) For acts that are substantially related to the qualifications, functions, or duties of a licensee as defined in Section 868, three (3) years have passed from the time of commission of the act(s), without the occurrence of criminal activity or additional substantially-related acts.

(2) The amount of time needed to demonstrate rehabilitation under subsection (a)(1) may be increased or decreased by taking into account the following:

(A) The nature and severity of the crime(s) or act(s) that are under consideration as, or that were, the grounds for denial, suspension, or revocation.

(B) Evidence of any crime(s) or act(s) committed subsequent to the crime(s) or act(s) that are under consideration as, or that were, the grounds for denial, suspension, or revocation, which also could be considered as grounds for denial, suspension, or revocation.

(C) The time that has elapsed since commission of the crime(s) or act(s) that are under consideration as, or that were, the grounds for denial, suspension, or revocation.

(D) The extent to which the applicant or licensee has complied with any terms of parole, probation, restitution, or any other sanctions lawfully imposed against the applicant or licensee.

(E) Consistent work history subsequent to the release from incarceration, or the completion of probation if no incarceration was imposed, or subsequent to the time of commission of the act(s).

(F) Documents or testimony from credible individuals who have personal knowledge of the applicant's or licensee's life and activities subsequent to the time of commission of the crime(s) or act(s) who can attest to the applicant's or licensee's present fitness for licensure.



(G) If applicable, evidence of a plea of guilty or of nolo contendere or a conviction having been withdrawn, set aside, dismissed, or expunged pursuant to Section 1203.4, 1203.4a, or 1203.41 of the Penal Code.

(H) Other relevant evidence, if any, of rehabilitation submitted by the applicant or licensee. For example, relevant evidence may include evidence of recovery from drug and/or alcohol addiction or abuse or completion of a drug and/or alcohol aversion program if the crime(s) or act(s) related to or involved drug and/or alcohol use; or evidence of completion of an anger management program if the crime(s) or act(s) demonstrated the applicant's or licensee's inability to control one's temper.

(b) When considering a petition for reinstatement of the license of a contractor, the Board shall evaluate evidence of rehabilitation submitted by the petitioner, considering those criteria specified in subsection (a).

Note: Authority cited: Sections 482 and 7008, Business and Professions Code.

Reference: Sections 480, 482, 490, 496, 7066, 7069, 7073, 7123 and 7124, Business and Professions Code.

Amend Section 869.9 as follows:

§869.9. Criteria to Aid in Determining Earliest Date a Denied Applicant May Reapply for Licensure

(a) For an applicant who is denied licensure pursuant to subdivision (a) of Section 480 of the Business and Professions Code, the date of reapplication shall be set by the registrar at not less than one year nor more than five years after the denial. When computing the date for reapplication, the time shall commence from the effective date of the decision if an appeal is made or from the service of the notice under Section 485(b) if a request for hearing is not made. The registrar will consider the following criteria when setting the reapplication date of an individual who was denied a license:



- (1) For felony convictions that are substantially related to the qualifications, functions, or duties of a licensee as defined in Section 868, seven (7) years have passed from the time of release from incarceration or completion of probation if no incarceration was imposed, without the occurrence of additional criminal activity or substantially-related acts.
- (2) For misdemeanor convictions that are substantially related to the qualifications, functions, or duties of a licensee as defined in Section 868, three (3) years have passed from the time of release from incarceration or completion of probation if no incarceration was imposed, without the occurrence of additional criminal activity or substantially-related acts.
- (3) For acts that are substantially related to the qualifications, functions, or duties of a licensee as defined in Section 868, three (3) years have passed from the time of commission of the act(s), without the occurrence of criminal activity or additional substantially-related acts.
- (4) The nature and severity of the crime(s) or act(s) that were the grounds for denial.
- (5) Evidence of any crime(s) or act(s) committed subsequent to the crime(s) or act(s) that were the grounds for denial, which also could be considered as grounds for denial.
- (6) The time that has elapsed since commission of the crime(s) or act(s) that were the grounds for denial.
- (7) The extent to which the applicant or licensee has complied with any terms of parole, probation, restitution, or any other sanctions lawfully imposed against the applicant.
- (8) Consistent work history subsequent to the release from incarceration, or the completion of probation if no incarceration was imposed, or subsequent to the time of commission of the act(s).
- (9) Documents or testimony from credible individuals who have personal knowledge of the applicant's life and activities subsequent to the time of commission of the crime(s) or act(s) who can attest to the applicant's present fitness for licensure.



(10) If applicable, evidence of a plea of guilty or of nolo contendere or a conviction having been withdrawn, set aside, dismissed, or expunged pursuant to Section 1203.4, 1203.4a, or 1203.41 of the Penal Code.

(11) Other relevant evidence, if any, of eligibility for reapplication submitted by the applicant. For example, relevant evidence may include evidence of recovery from drug and/or alcohol addiction or abuse or completion of a drug and/or alcohol aversion program if the crime(s) or act(s) related to or involved drug and/or alcohol use; or evidence of completion of an anger management program if the crime(s) or act(s) demonstrated the applicant's or licensee's inability to control one's temper.

(b) Nothing in this section shall preclude the registrar from denying the license of an applicant who was previously denied a license and who is eligible for reapplication in accordance with this section.

Note: Authority cited: Sections 482, 7008 and 7073, Business and Professions Code.
Reference: Sections 480, 482, 486, 496, 7066, 7069, 7073 and 7124, Business and Professions Code.

Amend Section 872 as follows:

§872. Disclosure of General Liability Insurance.

(a) As used in this regulation, "home improvement contract" is defined in Section 7151.2 of the Code. The following statement, must accompany every estimate (bid) intended to result in a home improvement contract and every home improvement contract. The heading shall be printed in at least 14-point bold type, the questions in at least 12-point bold type, and the comments in italics of at least 11-point type. The text should be **bold** where indicated. **This is 14-point bold type. This is 12-point bold type.** *This is 11-point type in italics.*



~~This is 14 point type. This is 12 point type. This is 11 point type in italics.~~



~~Pursuant to Bus. & Prof. §7159.3 (SB 2029), home improvement contractors must provide this notice and disclose whether or not they carry commercial general liability insurance.~~



~~**Information about Commercial General Liability Insurance.**~~

- ~~☐ **Did your contractor tell you whether he or she carries Commercial General Liability Insurance?**~~

~~*Home improvement contractors are required by law to tell you whether or not they carry Commercial General Liability Insurance. This written statement must accompany the bid, if there is one, and the contract.*~~

- ~~☐ **What does this insurance cover?**~~

~~*Commercial General Liability Insurance can protect against third party bodily injury and accidental property damage. It is not intended to cover the work the contractor performs.*~~

- ~~☐ **Is this insurance required?**~~

~~*No. But the Contractors State License Board strongly recommends that all contractors carry it. The Board cautions you to evaluate the risk to your family and property when you hire a contractor who is not insured. Ask yourself, if something went wrong, would this contractor be able to cover losses ordinarily covered by insurance?*~~

- ~~☐ **How can you make sure the contractor is insured?**~~

~~*If he or she is insured, the contractor is required by law to provide you with the name and telephone number of the insurance company. Check with the insurance company to verify that the contractor's insurance coverage will cover your project.*~~

- ~~☐ **What about a contractor who is self-insured?**~~

~~*A self-insured contractor has made a business decision to be personally responsible for losses that would ordinarily be covered by insurance. Before contracting with a self-insured contractor, ask yourself, if something went wrong, would this contractor be able to cover losses that should be covered by insurance?*~~

~~For more information about Commercial General Liability Insurance, contact the Contractors State License Board at www.cslb.ca.gov or call 800-321-CSLB (2752).~~

~~(b) The following statement must accompany every contract described in Code Section 7164. The heading shall be printed in at least 14-point type, the questions in at least 12-point type, and the comments in italics of at least 11-point type. The text should be bold where indicated.~~

Pursuant to Business and Professions Code §7159.3 (SB 2029), home improvement contractors must provide this notice and disclose whether or not they carry Commercial General Liability Insurance.



~~This is 14-point type. This is 12-point type. This is 11-point type in italics.~~



~~Pursuant to Bus. & Prof. §7164 (90-2029), contractors building single-family residences for owners who intend to occupy the home for at least a year must provide this notice and disclose whether or not they carry commercial general liability insurance.~~



~~Information about Commercial General Liability Insurance~~

~~☐ Did your contractor tell you whether he or she carries Commercial General Liability Insurance?~~

~~Contractors building single-family residences for owners who intend to occupy the home for at least a year are required by law to tell you whether or not they carry Commercial General Liability Insurance. This written statement must accompany the contract.~~

~~☐ What does this insurance cover?~~

~~Commercial General Liability Insurance can protect against third-party bodily injury and accidental property damage. It is not intended to cover the work the contractor performs.~~

~~☐ Is this insurance required?~~

~~No. But the Contractors State License Board strongly recommends that all contractors carry it. The Board cautions you to evaluate the risk to your family and property when you hire a contractor who is not insured. Ask yourself, if something went wrong, would this contractor be able to cover losses ordinarily covered by insurance?~~

~~☐ How can you make sure the contractor is insured?~~

~~If he or she is insured, the contractor is required by law to provide you with the name and telephone number of the insurance company. Check with the insurance company to verify that the contractor's insurance coverage will cover your project.~~

~~☐ What about a contractor who is self-insured?~~

~~A self-insured contractor has made a business decision to be personally responsible for losses that would ordinarily be covered by insurance. Before contracting with a self-insured contractor, ask yourself, if something went wrong, would this contractor be able to cover losses that should be covered by insurance?~~

~~For more information about Commercial General Liability Insurance, contact the Contractors State License Board at www.cslb.ca.gov or call 800-321-CSLB (2752).~~

Information about Commercial General Liability Insurance.

Did your contractor tell you whether he or she carries Commercial General Liability Insurance?

Home improvement contractors are required by law to tell you whether or not they carry Commercial General Liability Insurance. This written statement must accompany the bid, if there is one, and the contract.

☐ _____ does not carry Commercial General
(CONTRACTOR'S NAME)

Liability Insurance.

☐ _____ carries Commercial General
(CONTRACTOR'S NAME)

Liability Insurance.

The insurance company is _____.
(COMPANY NAME)

You may call the insurance company at _____ to verify
(TELEPHONE NUMBER)

coverage.

For more information about Commercial General Liability Insurance, contact the Contractors State License Board at www.cslb.ca.gov or call 800-321-CSLB (2752).

What does this insurance cover?

Commercial General Liability Insurance can protect against third-party bodily injury and accidental property damage. It is not intended to cover the work the contractor performs.

Is this insurance required?

It is required for limited liability companies that hold a contractor license. However, it is optional for sole ownership, partnership, corporate, and joint venture licensees. But the Board strongly recommends that all contractors carry it. The Board cautions you to evaluate the risk to your family and property when you hire a contractor who is not insured. Ask yourself, if something went wrong, would this contractor be able to cover losses ordinarily covered by insurance?

How can you make sure the contractor is insured?



If he or she is insured, the contractor is required by law to provide you with the name and telephone number of the insurance company. Check with the insurance company to verify that the contractor's insurance coverage will cover your project.

What about a contractor who is self-insured?

A self-insured contractor has made a business decision to be personally responsible for losses that would ordinarily be covered by insurance. Before contracting with a self-insured contractor, ask yourself, if something went wrong, would this contractor be able to cover losses that should be covered by insurance?

(b) The following statement must accompany every contract described in Section 7164 of the Code. The heading shall be printed in at least 14-point bold type, the questions in at least 12-point bold type, and the comments in italics of at least 11-point type. The text should be **bold** where indicated. **This is 14-point bold type. This is 12-point bold type.** *This is 11-point type in italics.*

Pursuant to Business and Professions Code §7164 (SB 2029), contractors building single-family residences for owners who intend to occupy the home for at least a year must provide this notice and disclose whether or not they carry Commercial General Liability Insurance.

Information about Commercial General Liability Insurance

Did your contractor tell you whether he or she carries Commercial General Liability Insurance?

Contractors building single-family residences for owners who intend to occupy the home for at least a year are required by law to tell you whether or not they carry Commercial General Liability Insurance. This written statement must accompany the contract.

☐ _____ does not carry Commercial General

(CONTRACTOR'S NAME)

Liability Insurance.



☐ _____ carries Commercial General

(CONTRACTOR'S NAME)

Liability Insurance.

The insurance company is _____.

(COMPANY NAME)

You may call the insurance company at _____ to verify

(TELEPHONE NUMBER)

coverage.

For more information about Commercial General Liability Insurance, contact the Contractors State License Board at www.cslb.ca.gov or call 800-321-CSLB (2752).

What does this insurance cover?

Commercial General Liability Insurance can protect against third-party bodily injury and accidental property damage. It is not intended to cover the work the contractor performs.

Is this insurance required?

It is required for limited liability companies that hold a contractor license. However, it is optional for sole ownership, partnership, corporate, and joint venture licensees. But the Board strongly recommends that all contractors carry it. The Board cautions you to evaluate the risk to your family and property when you hire a contractor who is not insured. Ask yourself, if something went wrong, would this contractor be able to cover losses ordinarily covered by insurance?

How can you make sure the contractor is insured?

If he or she is insured, the contractor is required by law to provide you with the name and telephone number of the insurance company. Check with the insurance company to verify that the contractor's insurance coverage will cover your project.

What about a contractor who is self-insured?



A self-insured contractor has made a business decision to be personally responsible for losses that would ordinarily be covered by insurance. Before contracting with a self-insured contractor, ask yourself, if something went wrong, would this contractor be able to cover losses that should be covered by insurance?

Note: Authority cited: Sections 7008, 7159.3 and 7164, Business and Professions Code.

Reference: Section 7151.2, Business and Professions Code.

AGENDA ITEM D

2016-18 Strategic Plan Update; Discussion and Possible Action on 2017-18 Legislative Objectives





CONTRACTORS STATE LICENSE BOARD


STRATEGIC PLAN – 2016-18 OBJECTIVES

(E) “Essential”

(I) “Important”

(B) “Beneficial”

LEGISLATIVE OBJECTIVES	TARGET	DESCRIPTION	STATUS
3.1 Present Draft Proposal to Reorganize Contractors' State License Law (I)	March 2017	Closely examine and reorganize current law to create a more logical flow and make it more user-friendly; cleaning up and clarifying language as needed	Under review by staff
3.2 Research Increased Penalties for Predatory Business Practices, Misrepresentation of Services, or Need of Services (I)	March 2017	In conjunction with Enforcement division, examine appropriateness of existing penalties in statute and regulation and if there is a need for changes	Under review by Enforcement division staff
3.3 Develop and Implement Regulatory Proposal to Formalize Experience Requirement Criteria (E)	June 2017	In conjunction with Licensing division, clarify the accepted verifiable experience requirements necessary for licensure to help ensure that qualified applicants are able to test for a license	Plan to initiate rulemaking in June 2017; will convene a working group with Licensing division staff later in 2017
3.4 Further Define Examination Waiver Criteria (I)	January 2018	In conjunction with Licensing division, thoroughly review statutory waiver authority and develop regulations to clarify examination waiver criteria, possible including methods to prevent fraudulent submissions (see Licensing & Testing Objective 3)	Researching statutory and regulatory authority in relation to waivers; will bring to the Legislative Committee in 2017
3.5 Research Alternative Fee Structures (B)	January 2018	In conjunction with Enforcement division, conduct cost/benefit analyses of Enforcement activities and Enforcement-based fees, including citations; consider need for statutory and/or regulatory revisions	DROP - As an alternative cost savings measure, CSLB is sponsoring legislation to create a Letter of Admonishment
3.6 Review Home Improvement Contract Provisions (I)	June 2018	Identify ways to simplify and improve clarity of provisions in Business and Professions Code section 7159	In process; will present any recommended changes with 2018 legislative proposals

<div>  <div>CSLB</div> <div>STRATEGIC PLAN – 2016-18 OBJECTIVES</div> </div>			
(E) “Essential”	(I) “Important”	(B) “Beneficial”	
3.7 Increase Fees (E)	July 2018	Increase statutory authority and limits; follow-up with regulations for future increases within statutory limits	Implementation on July 1, 2017
3.8 Track and Update Board on Any Legislation Seeking to Modify Business and Professions Code section 7031 (B)	Ongoing	Keep Board members and interested stakeholders updated on potential changes to code section related to court actions for recovery of compensation in relation to unlicensed contractors	DROP – The governor signed AB 1793; no other pending legislation on this subject.

AGENDA ITEM E

Update on CSLB's Legislative Proposal for Authority to Issue a Letter of Admonishment





CONTRACTORS STATE LICENSE BOARD

CSLB 2017 LEGISLATIVE PROPOSAL

CONTRACTORS STATE LICENSE BOARD LEGISLATIVE PROPOSAL FORM

SUBJECT: Contractors State License Board (CSLB) licensee discipline system; legislation to establish an intermediary action –“letter of admonishment” – between an advisory notice and an administrative citation.

COMMITTEE ACTION

There is no Committee action required at this time. The Board approved moving forward with this legislative proposal at its December 2016 meeting.

IDENTIFICATION OF PROBLEM/SUMMARY: Prior to 1979, the only means available for CSLB to “discipline” licensees was to file accusations to suspend or revoke a license. As individuals have a legal right to work in their chosen occupation, licensees have a right to appeal an accusation and have an evidentiary hearing before such action is taken. Not only is this process costly and time consuming, including travel, attorneys, and witnesses, it left few options for progressive discipline for less serious violations.

In 1979, the licensee citation system was codified to provide an intermediary system to sanction less egregious offenses. Administrative citations allow CSLB to work with licensees to satisfy an aggrieved consumer, provide refunds on contracts, or compensate the injured, while resolving complaints in much less time than accusations.

This system works well; however, as reported at the September 2015 Board meeting, the administrative citation program has become costly to operate. As a citation affords the same right to appeal as an accusation, there is no shortage of appealed citations every year. The average cost to CSLB for an appeal is \$9,860, whether or not the respondent appears at the hearing.

While it is financially viable to litigate a citation appeal to enforce an order of correction (monies owed to an injured party, typically a consumer), many citation appeals are for offenses that do not allege a financial injury or order of correction for consumers, such as failure to obtain a permit or workers’ compensation insurance policy.

As a result, the citation system now adds to the enforcement cost and time constraints it was designed to alleviate.

This proposal will restore a balance by creating an “intermediary” level of enforcement action: the “letter of admonishment.” As a sanction less severe than a citation, but more formal than an “advisory notice,” staff believes the letter of admonishment will increase opportunities to settle offenses before they are appealed, while still providing correction of the offending behavior.



It will also add a tier to the disclosure system of Business and Professions Code (BPC) §7124.6 for contractors issued an admonishment, affording a disclosure of one year, which is less severe than the five-year citation disclosure that leads to many appeals.

With this proposal, staff believes that more investigations that currently result in citations will be resolved internally, saving millions of dollars in litigation costs between CSLB and the Attorney General's Office. It also will improve cycle times, promote the redirection of enforcement resources to more serious violations, and restore the original intent of administrative citations.

IMPACT ON OTHER CSLB DIVISIONS: None.

PROPOSED LANGUAGE:

Amend BPC section 7099.2 as follows:

(a) The board shall promulgate regulations covering the assessment of civil penalties under this article that give due consideration to the appropriateness of the penalty with respect to the following factors:

- (1) The gravity of the violation.
- (2) The good faith of the licensee or applicant for licensure being charged.
- (3) The history of previous violations.

(b) Except as otherwise provided by this chapter, no civil penalty shall be assessed in an amount greater than five thousand dollars (\$5,000). Notwithstanding Section 125.9, a civil penalty not to exceed fifteen thousand dollars (\$15,000) may be assessed for a violation of Section 7114 or 7118.

(c) If, upon investigation, the registrar has probable cause to believe that a licensee, registrant, or applicant has committed acts or omissions that are grounds for denial, suspension or revocation of a license or registration, the registrar, or his or her designee, may issue a letter of admonishment to an applicant, licensee, or registrant in lieu of a issuing a citation. Nothing in this article shall in any way limit the registrar's discretionary authority or ability to issue a letter of admonishment as prescribed by this subsection.

(1) The letter of admonishment shall be in writing and shall describe in detail the nature and facts of the violation, including a reference to the statutes or regulations violated. The letter of admonishment shall inform the licensee, registrant or applicant that within 30 days of service of the letter of admonishment the licensee, registrant or applicant may do either of the following:

(A) Submit a written request for an office conference to the registrar to contest the letter of admonishment. Upon a timely request, the registrar, or his or her designee, shall hold an office conference with the licensee, registrant or applicant and, if applicable, his or her legal counsel or authorized representative.



(i) No individual other than the legal counsel or authorized representative of the licensee, registrant or applicant may accompany the licensee, registrant or applicant to the office conference.

(ii) Prior to or at the office conference, the licensee, registrant or applicant may submit to the registrar declarations and documents pertinent to the subject matter of the letter of admonishment.

(iii) The office conference is intended to be an informal proceeding and shall not be subject to the Administrative Procedure Act (Chapter 3.5 (commencing with Section 11340), Chapter 4 (commencing with Section 11370), Chapter 4.5 (commencing with Section 11400), or Chapter 5 (commencing with Section 11500) of Part 1 of Division 3 of Title 2 of the Government Code).

(iv) After the office conference, the registrar, or his or her designee, may affirm, modify, or withdraw the letter of admonishment. Within 14 calendar days from the date of the office conference, the registrar, or his or her designee, shall personally serve or send the board's written decision by certified mail to the licensee's, registrant's or applicant's address of record. This decision shall be deemed the final administrative decision concerning the letter of admonishment.

(v) Judicial review of the decision may be had by filing a petition for a writ of mandate in accordance with the provisions of Section 1094.5 of the Code of Civil Procedure within 30 days after the date the decision was personally served or sent by certified mail. The judicial review shall extend to the question of whether or not there was a prejudicial abuse of discretion in the issuance of the letter of admonishment or in the decision after the office conference.

(B) Comply with the letter of admonishment and, if required, submit a written corrective action plan to the registrar documenting compliance. If an office conference is not requested pursuant to this section, compliance with the letter of admonishment shall not constitute an admission of the violation noted in the letter of admonishment.

(3) The letter of admonishment shall be served upon the licensee, registrant or applicant personally or by certified mail at his or her address of record with the board. If the licensee, registrant or applicant is served by certified mail, service shall be effective upon deposit in the United States mail.

(4) The licensee, registrant or applicant shall maintain and have readily available a copy of the letter of admonishment and corrective action plan, if any, for at least one year from the date of issuance of the letter of admonishment.

(5) Nothing in this subsection shall in any way limit the board's authority or ability to do either of the following:

(A) Issue a citation pursuant to Section 125.9, 148, or 7099.

(B) Institute disciplinary proceedings pursuant to this article.

(6) The issuance of a letter of admonishment pursuant to subdivision (c) shall not be construed as a disciplinary action or discipline for purposes of licensure or the reporting of discipline for licensure.



Amend BPC section 7124.6 as follows:

(a) The registrar shall make available to members of the public the date, nature, and status of all complaints on file against a licensee that do either of the following:

(1) Have been referred for accusation.

(2) Have been referred for investigation after a determination by board enforcement staff that a probable violation has occurred, and have been reviewed by a supervisor, and regard allegations that if proven would present a risk of harm to the public and would be appropriate for suspension or revocation of the contractor's license or criminal prosecution.

(b) The board shall create a disclaimer that shall accompany the disclosure of a complaint that shall state that the complaint is an allegation. The disclaimer may also contain any other information the board determines would be relevant to a person evaluating the complaint.

(c) (1) A complaint resolved in favor of the contractor shall not be subject to disclosure.

(2) A complaint resolved by issuance of a letter of admonishment pursuant to Section 7099.2 shall not be deemed resolved in favor of the contractor for the purposes of this section. A letter of admonishment issued to a licensee shall be disclosed for a period of one year.

(d) Except as described in subdivision (e), the registrar shall make available to members of the public the date, nature, and disposition of all legal actions.

(e) Disclosure of legal actions shall be limited as follows:

(1) Citations shall be disclosed from the date of issuance and for five years after the date of compliance if no additional disciplinary actions have been filed against the licensee during the five-year period. If additional disciplinary actions were filed against the licensee during the five-year period, all disciplinary actions shall be disclosed for as long as the most recent disciplinary action is subject to disclosure under this section. At the end of the specified time period, those citations shall no longer be disclosed.

(2) Accusations that result in suspension, stayed suspension, or stayed revocation of the contractor's license shall be disclosed from the date the accusation is filed and for seven years after the accusation has been settled, including the terms and conditions of probation if no additional disciplinary actions have been filed against the licensee during the seven-year period. If additional disciplinary actions were filed against the licensee during the seven-year period, all disciplinary actions shall be posted for as long as the most recent disciplinary action is subject to disclosure under this section. At the end of the specified time period, those accusations shall no longer be disclosed.

(3) All revocations that are not stayed shall be disclosed indefinitely from the effective date of the revocation.



California State Board of Pharmacy
1625 North Market Boulevard, Suite N219, Sacramento, CA 95834
Phone (916) 574-7900
Fax (916) 574-8618

STATE AND CONSUMERS SERVICES AGENCY
DEPARTMENT OF CONSUMER AFFAIRS
ARNOLD SCHWARZENEGGER, GOVERNOR

November 10, 2010

LETTER OF ADMONISHMENT

RE: Letter of Admonishment, In the Matter of the Accusation Against
Case No. _____
Pharmacist License No. _____

This **LETTER OF ADMONISHMENT** is being issued pursuant to Business and Professions Code section 4005 and section 4315 et seq. for failure to comply with the laws and regulations that govern the practice of pharmacy in California. (For exact language refer to the California Pharmacy Law and Index, located on the board's website at www.pharmacy.ca.gov, under Forms and Publications.)

The Board of Pharmacy has completed its investigation in the above referenced matter. Statements relating to the investigation have been accepted and included in an Investigation Report on file in this office. Facts contained in this report lead to the conclusion that the following violations of pharmacy laws or regulations have occurred:

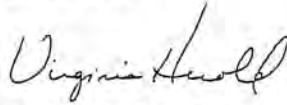
JURISDICTION: Bus. & Prof. Code, §§ 4005, 4315; **VIOLATION(S):** Bus. & Prof. Code, § 4301, subd. (f), (g), (o), (p)

In or about 2006, you allowed the pharmacy by which you were employed as a Pharmacist in Charge to submit false or fraudulent claims and/or documents to the Medi-Cal program, for payment.

You shall maintain and have readily available a copy of this Letter of Admonishment for three years from the date of issuance of this letter. The Letter of Admonishment will be considered a public record for purposes of disclosure for three years. The issuance of this Letter of Admonishment does not limit the board's ability to pursue other disciplinary or administrative action under Business and Professions Code section 4315, subdivision (f).

If you have any questions regarding this Letter of Admonishment, please contact Jennifer Sevilla, Associate Enforcement Analyst, at (916)

Sincerely,

A handwritten signature in cursive script, appearing to read "Virginia Herold".

Virginia Herold
Executive Officer
Board of Pharmacy

SAMPLE

AGENDA ITEM F

Update on Implementation of SB 1039 (Hill, 2016) – Fee Increase





CONTRACTORS STATE LICENSE BOARD

UPDATE ON IMPLEMENTATION OF SB 1039 – FEE INCREASE

On September 29, 2016, Governor Brown signed CSLB's fee increase bill (Senate Bill 1039). The new license fee structure becomes effective July 1, 2017, and will apply to license renewals, certificates, and all fees associated with applications for the purpose of licensing.

2017 CSLB FEE INCREASES				
FEE	CURRENT AMOUNT	NEW AMOUNT	INCREASE	PERCENT INCREASE
Application for Original Contractor License	\$300.00	\$330.00	\$30.00	10%
Additional Classification with Waiver Application	\$75.00	\$75.00	\$0.00	0%
Additional Supplemental Classification or Replace the Responsible Managing Officer or Employee on an Existing License	\$75.00	\$150.00	\$75.00	100%
Personnel or Officer Change	\$0.00	\$100.00	\$100.00	0%
Rescheduling an Examination	\$60.00	\$60.00	\$0.00	0%
Initial License Fee	\$180.00	\$200.00	\$20.00	11%
Renewal – Contractor License (Biennial)	\$360.00	\$400.00	\$40.00	11%
Renewal – 4-Year Inactive License	\$180.00	\$200.00	\$20.00	11%
Reactivate Contractor License	\$360.00	\$400.00	\$40.00	11%
Home Improvement Salesperson (HIS) Registration	\$75.00	\$83.00	\$8.00	11%
Renewal – HIS Registration (Biennial)	\$75.00	\$83.00	\$8.00	11%
Asbestos Certification Fee	\$75.00	\$83.00	\$8.00	11%
Hazardous Substance Removal Certificate	\$75.00	\$83.00	\$8.00	11%
Delinquent – Renewal Contractor License	\$180.00	\$200.00	\$20.00	11%
Delinquent – Renewal 4-Year Inactive License	\$90.00	\$100.00	\$10.00	11%
Delinquent – Renewal HIS Registration	\$25.00	\$41.50	\$16.50	66%

AGENDA ITEM G

Update on Implementation of SB 465 (Hill, 2016) – Study and Report Requirement



Senate Bill No. 465

CHAPTER 372

An act to add Sections 7021 and 7071.18 to the Business and Professions Code, to add and repeal Section 18924.5 of the Health and Safety Code, and to amend Section 6313.5 of the Labor Code, relating to building construction.

[Approved by Governor September 15, 2016. Filed with
Secretary of State September 15, 2016.]

LEGISLATIVE COUNSEL'S DIGEST

SB 465, Hill. Building construction: contractors: discipline: reporting: building standards.

(1) Existing law, the Contractors' State License Law, provides for the licensure, regulation, and discipline of contractors by the Contractors' State License Board. Existing law requires the board, with the approval of the Director of Consumer Affairs, to appoint a registrar of contractors to serve as the executive officer and secretary of the board. Under existing law, protection of the public is required to be the highest priority for the Contractors' State License Board in exercising its licensing, regulatory, and disciplinary functions.

Under existing law, the Division of Occupational Safety and Health has the power, jurisdiction, and supervision over every employment and place of employment in this state, which is necessary to adequately enforce and administer all laws and lawful standards and orders, or special orders requiring such employment and place of employment to be safe, and requiring the protection of the life, safety, and health of every employee in such employment or place of employment. Existing law requires the division to transmit to the Registrar of Contractors copies of any reports made in any investigation, as specified, and authorizes the division, upon its own motion or upon request, to transmit copies of any other reports made in any investigation conducted involving a licensed contractor.

This bill would instead require the Division of Occupational Safety and Health, after consultation with the board, to transmit to the board copies of any citations or other actions taken by the division against a contractor, as defined. The bill would authorize the board to enter into an interagency agreement with any other state or local agency the board deems to be in possession of information relevant to its priority to protect the public.

This bill would require a licensee to report to the registrar within 90 days of the date that the licensee has knowledge of the conviction of the licensee for any felony or any other crime substantially related to the qualifications, functions, and duties of a licensed contractor.

This bill would require the board to consult with licensees, consumers, and other interested stakeholders in order to prepare a study of judgments, arbitration awards, and settlements that were the result of claims for construction defects for rental residential units and, by January 1, 2018, report to the Legislature the results of the study to determine if the board's ability to protect the public would be enhanced by regulations requiring licensees to report judgments, arbitration awards, or settlement payments of those claims. This bill would specify that participation in the study by licensees and consumers is voluntary. The bill would require records or documents obtained by the board during the course of implementing this study that are exempt from public disclosure to remain exempt from disclosure.

(2) Under existing law, there exists the California Building Standards Commission. Existing law requires the California Building Standards Commission to, among other things, review the standards of adopting state agencies and approve, return for amendment with recommended changes, or reject building standards submitted to the commission for its approval, as provided.

This bill, until January 1, 2018, would require the working group formed by the California Building Standards Commission to study recent exterior elevated element failures in the state to submit a report to the appropriate policy committees of the Legislature containing any findings and possible recommendations for statutory or other changes to the California Building Standards Code and would require the working group to review related documents and reports, as specified. However, if, at any time, it is determined by the working group that one or more changes to the California Building Standards Code are needed as soon as possible in order to protect the public, the bill would, until January 1, 2018, require the working group to submit the recommended changes to the California Building Standards Commission for consideration as soon as possible, as specified.

(3) Existing constitutional provisions require that a statute that limits the right of access to the meetings of public bodies or the writings of public officials and agencies be adopted with findings demonstrating the interest protected by the limitation and the need for protecting that interest.

This bill would make legislative findings to that effect.

The people of the State of California do enact as follows:

SECTION 1. Section 7021 is added to the Business and Professions Code, to read:

7021. The board may enter into an interagency agreement with any other state or local agency the board deems to be in possession of any information relevant to its priority to protect the public described in Section 7000.6.

SEC. 2. Section 7071.18 is added to the Business and Professions Code, to read:

7071.18. (a) Notwithstanding any other law, a licensee shall report to the registrar in writing the occurrence of any of the following within 90 days after the licensee obtains knowledge of the event:

(1) The conviction of the licensee for any felony.

(2) The conviction of the licensee for any other crime that is substantially related to the qualifications, functions, and duties of a licensed contractor.

(b) (1) The board shall consult with licensees, consumers, and other interested stakeholders in order to prepare a study of judgments, arbitration awards, and settlements that were the result of claims for construction defects for rental residential units and, by January 1, 2018, shall report to the Legislature the results of this study to determine if the board's ability to protect the public as described in Section 7000.6 would be enhanced by regulations requiring licensees to report judgments, arbitration awards, or settlement payments of those claims. Participation by licensees and consumers shall be voluntary. The study shall include, but not be limited to, criteria used by insurers or others to differentiate between settlements that are for nuisance value and those that are not, whether settlement information or other information can help identify licensees who may be subject to an enforcement action, if there is a way to separate subcontractors from general contractors when identifying licensees who may be subject to an enforcement action, whether reporting should be limited to settlements resulting from construction defects that resulted in death or injury, the practice of other boards within the department, and any other criteria considered reasonable by the board. The board shall submit the report to the Legislature in accordance with Section 9795 of the Government Code.

(2) Records or documents obtained by the board during the course of implementing this subdivision that are exempt from public disclosure under the California Public Records Act (Chapter 3.5 (commencing with Section 6250) of Division 7 of Title 1 of the Government Code) shall remain exempt from disclosure pursuant to that act.

SEC. 3. Section 18924.5 is added to the Health and Safety Code, to read:

18924.5. (a) By January 1, 2018, the working group formed by the California Building Standards Commission to study recent exterior elevated element failures in California shall submit a report to the appropriate policy committees of the Legislature containing any findings and possible recommendations for statutory changes or changes to the California Building Standards Code.

(b) The working group shall review related documents and reports, including, but not limited to, any available forensic reports related to exterior elevated element failures in California, reports and studies used in the development of national and state building codes, and any other material deemed relevant to make recommendations to the appropriate state agency or agencies for the development of proposed building standards for exterior elevated elements.

(c) The working group shall solicit technical expertise as appropriate from, but not limited to, representatives from the Department of Housing and Community Development, the Division of the State

Architect—Structural Safety, the Office of the State Fire Marshal, local building officials and plan checkers, structural engineers, apartment owners and managers, the building industry, the wood, steel and concrete industries, and any other interested parties.

(d) Notwithstanding the deadline in subdivision (a), if, at any time, it is determined by the working group that one or more changes to the California Building Standards Code are needed as soon as possible in order to protect the public, the working group shall submit the recommended changes to the appropriate state agency or agencies for consideration as soon as possible according to this part.

(e) This section shall remain in effect only until January 1, 2018, and as of that date is repealed, unless a later enacted statute, that is enacted before January 1, 2018, deletes or extends that date.

SEC. 4. Section 6313.5 of the Labor Code is amended to read:

6313.5. The division, after consultation with the Contractors' State License Board, shall transmit to the Contractors' State License Board copies of any citations or other actions taken by the division against a contractor as defined in the Contractors' State License Law (Chapter 9 (commencing with Section 7000) of Division 3 of the Business and Professions Code).

SEC. 5. The Legislature finds and declares that Section 2 of this act, which adds Section 7071.18 to the Business and Professions Code, imposes a limitation on the public's right of access to the meetings of public bodies or the writings of public officials and agencies within the meaning of Section 3 of Article I of the California Constitution. Pursuant to that constitutional provision, the Legislature makes the following findings to demonstrate the interest protected by this limitation and the need for protecting that interest:

By allowing records and documents exempt from disclosure to be shared with the Contractors' State License Board and remain nonpublic under the Public Records Act, the act adding this section would encourage private individuals and entities to provide the board with information that is vital to the success of its study and report to determine whether additional regulations are appropriate. Therefore, this act properly balances the public's right to access to public records in the possession of the board with the need for the state to obtain otherwise private information.

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AGENDA ITEM H

Update on Implementation of SB 66 (Leyva, 2016) – Information Sharing



Senate Bill No. 66

CHAPTER 770

An act to amend Section 30 of the Business and Professions Code, and to amend Section 88650 of the Education Code, relating to career technical education.

[Approved by Governor September 28, 2016. Filed with
Secretary of State September 28, 2016.]

LEGISLATIVE COUNSEL'S DIGEST

SB 66, Leyva. Career technical education.

(1) Existing law establishes various career technical education programs, including regional occupational centers and programs, specialized secondary programs, partnership academies, and agricultural career technical education programs. Existing law provides for numerous boards, bureaus, commissions, or programs within the Department of Consumer Affairs that administer the licensing and regulation of various businesses and professions.

This bill would require the department to make available, upon request by the Office of the Chancellor of the California Community Colleges, and only to the extent specified, to the chancellor's office specified information with respect to every licensee for the sole purpose of enabling the office of the chancellor to measure employment outcomes of students who participate in career technical education programs offered by the California Community Colleges and recommend how these programs may be improved.

(2) Existing law requires the Chancellor of the California Community Colleges to implement performance accountability outcome measures for the California Community Colleges Economic and Workforce Development Program.

This bill would urge the chancellor to align these measures with the performance accountability measures of the federal Workforce Innovation and Opportunity Act.

The people of the State of California do enact as follows:

SECTION 1. The Legislature finds and declares all of the following:

(a) The economic competitiveness of California is fueled by the strength of regional economies and their skilled workers. Upward social and economic mobility and increased opportunities keep the state's economy diversified and vibrant.

(b) The pathway out of poverty for millions of California residents is the attainment of industry-valued "middle skill credentials," which is defined as a job requiring a certificate, associate's degree, or third-party credential

that is less advanced than a bachelor's degree, but more advanced than a high school diploma.

(c) Middle skill credentials serve as the gateway for a large number of careers in the state's prioritized and emergent industry sectors.

(d) The California Community Colleges Board of Governor's Task Force on Workforce, Job Creation, and a Strong Economy, also referred to as the Strong Workforce Task Force, identified 25 policy and strategy recommendations to help close the gap on these middle skill credentials.

(e) The recommendations built upon the foundation established by the California Community Colleges Economic and Workforce Development Program in Part 52.5 (commencing with Section 88600) of Division 7 of Title 3 of the Education Code, the Office of the Chancellor of the California Community Colleges Doing What MATTERS for Jobs and the Economy framework, and the federal Workforce Innovation and Opportunities Act (Public Law 113-128).

(f) With the enactment of the federal Workforce Innovation and Opportunity Act (Public Law 113-128), California agencies receiving workforce-related funds have adopted the following common program strategies articulated by the California Workforce Investment Board:

(1) Partnering in sector strategies to ensure training programs are relevant to the economy.

(2) Building career pathways to increase access, flexibility, and facilitated navigation of training and education programs.

(3) Utilizing "earn and learn" to increase simultaneous access to income and training for those who cannot afford full-time education.

(4) Organizing regionally to benefit from economies of scale, recognizing gains when labor markets and industry are organized regionally.

(5) Providing supportive services to remove barriers to program completion and employment.

(6) Creating cross-system data capacity to ensure effective use of resources.

(7) Integrating service delivery and braiding of resources to optimize limited resources and make use of program specializations to better serve individuals.

SEC. 2. Section 30 of the Business and Professions Code is amended to read:

30. (a) (1) Notwithstanding any other law, any board, as defined in Section 22, and the State Bar and the Bureau of Real Estate shall, at the time of issuance of the license, require that the applicant provide its federal employer identification number, if the applicant is a partnership, or the applicant's social security number for all other applicants.

(2) No later than January 1, 2016, in accordance with Section 135.5, a board, as defined in Section 22, and the State Bar and the Bureau of Real Estate shall require either the individual taxpayer identification number or social security number if the applicant is an individual for purposes of this subdivision.

(b) A licensee failing to provide the federal employer identification number, or the individual taxpayer identification number or social security number shall be reported by the licensing board to the Franchise Tax Board. If the licensee fails to provide that information after notification pursuant to paragraph (1) of subdivision (b) of Section 19528 of the Revenue and Taxation Code, the licensee shall be subject to the penalty provided in paragraph (2) of subdivision (b) of Section 19528 of the Revenue and Taxation Code.

(c) In addition to the penalty specified in subdivision (b), a licensing board shall not process an application for an initial license unless the applicant provides its federal employer identification number, or individual taxpayer identification number or social security number where requested on the application.

(d) A licensing board shall, upon request of the Franchise Tax Board or the Employment Development Department, furnish to the board or the department, as applicable, the following information with respect to every licensee:

- (1) Name.
- (2) Address or addresses of record.
- (3) Federal employer identification number if the licensee is a partnership, or the licensee's individual taxpayer identification number or social security number for all other licensees.
- (4) Type of license.
- (5) Effective date of license or a renewal.
- (6) Expiration date of license.
- (7) Whether license is active or inactive, if known.
- (8) Whether license is new or a renewal.

(e) For the purposes of this section:

(1) "Licensee" means a person or entity, other than a corporation, authorized by a license, certificate, registration, or other means to engage in a business or profession regulated by this code or referred to in Section 1000 or 3600.

(2) "License" includes a certificate, registration, or any other authorization needed to engage in a business or profession regulated by this code or referred to in Section 1000 or 3600.

(3) "Licensing board" means any board, as defined in Section 22, the State Bar, and the Bureau of Real Estate.

(f) The reports required under this section shall be filed on magnetic media or in other machine-readable form, according to standards furnished by the Franchise Tax Board or the Employment Development Department, as applicable.

(g) Licensing boards shall provide to the Franchise Tax Board or the Employment Development Department the information required by this section at a time that the board or the department, as applicable, may require.

(h) Notwithstanding Chapter 3.5 (commencing with Section 6250) of Division 7 of Title 1 of the Government Code, a federal employer identification number, individual taxpayer identification number, or social

security number furnished pursuant to this section shall not be deemed to be a public record and shall not be open to the public for inspection.

(i) A deputy, agent, clerk, officer, or employee of a licensing board described in subdivision (a), or any former officer or employee or other individual who, in the course of his or her employment or duty, has or has had access to the information required to be furnished under this section, shall not disclose or make known in any manner that information, except as provided pursuant to this section to the Franchise Tax Board, the Employment Development Department, or the Office of the Chancellor of the California Community Colleges, or as provided in subdivision (k).

(j) It is the intent of the Legislature in enacting this section to utilize the federal employer identification number, individual taxpayer identification number, or social security number for the purpose of establishing the identification of persons affected by state tax laws, for purposes of compliance with Section 17520 of the Family Code, and for purposes of measuring employment outcomes of students who participate in career technical education programs offered by the California Community Colleges and, to that end, the information furnished pursuant to this section shall be used exclusively for those purposes.

(k) If the board utilizes a national examination to issue a license, and if a reciprocity agreement or comity exists between the State of California and the state requesting release of the individual taxpayer identification number or social security number, any deputy, agent, clerk, officer, or employee of any licensing board described in subdivision (a) may release an individual taxpayer identification number or social security number to an examination or licensing entity, only for the purpose of verification of licensure or examination status.

(l) For the purposes of enforcement of Section 17520 of the Family Code, and notwithstanding any other law, a board, as defined in Section 22, and the State Bar and the Bureau of Real Estate shall at the time of issuance of the license require that each licensee provide the individual taxpayer identification number or social security number of each individual listed on the license and any person who qualifies for the license. For the purposes of this subdivision, "licensee" means an entity that is issued a license by any board, as defined in Section 22, the State Bar, the Bureau of Real Estate, and the Department of Motor Vehicles.

(m) The department shall, upon request by the Office of the Chancellor of the California Community Colleges, furnish to the chancellor's office, as applicable, the following information with respect to every licensee:

- (1) Name.
- (2) Federal employer identification number if the licensee is a partnership, or the licensee's individual taxpayer identification number or social security number for all other licensees.
- (3) Date of birth.
- (4) Type of license.
- (5) Effective date of license or a renewal.
- (6) Expiration date of license.

(n) The department shall make available information pursuant to subdivision (m) only to allow the chancellor's office to measure employment outcomes of students who participate in career technical education programs offered by the California Community Colleges and recommend how these programs may be improved. Licensure information made available by the department pursuant to this section shall not be used for any other purpose.

(o) The department may make available information pursuant to subdivision (m) only to the extent that making the information available complies with state and federal privacy laws.

(p) The department may, by agreement, condition or limit the availability of licensure information pursuant to subdivision (m) in order to ensure the security of the information and to protect the privacy rights of the individuals to whom the information pertains.

(q) All of the following apply to the licensure information made available pursuant to subdivision (m):

(1) It shall be limited to only the information necessary to accomplish the purpose authorized in subdivision (n).

(2) It shall not be used in a manner that permits third parties to personally identify the individual or individuals to whom the information pertains.

(3) Except as provided in subdivision (n), it shall not be shared with or transmitted to any other party or entity without the consent of the individual or individuals to whom the information pertains.

(4) It shall be protected by reasonable security procedures and practices appropriate to the nature of the information to protect that information from unauthorized access, destruction, use, modification, or disclosure.

(5) It shall be immediately and securely destroyed when no longer needed for the purpose authorized in subdivision (n).

(r) The department or the chancellor's office may share licensure information with a third party who contracts to perform the function described in subdivision (n), if the third party is required by contract to follow the requirements of this section.

SEC. 3. Section 88650 of the Education Code is amended to read:

88650. (a) The chancellor shall implement performance accountability outcome measures for the economic and workforce development program that provide the Governor, Legislature, and general public with information that quantifies employer and student outcomes for those participating in the program. These performance accountability measures should, to the extent possible, align with the performance accountability measures of the federal Workforce Innovation and Opportunity Act (Public Law 113-128).

(b) The chancellor shall submit a report to the Governor and Legislature on or about March 1 of each year. This report shall include, but not necessarily be limited to, both of the following:

(1) Sufficient information to ensure the understanding of the magnitude of expenditures, by type of expenditure, including those specified in Section 88625, disaggregated by industry sector or cluster, region, and type of grant.

(2) Data summarizing outcome accountability performance measures required by this section.

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AGENDA ITEM I

Adjournment



FEBRUARY 17, 2017
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Public Affairs
Committee Meeting



AGENDA ITEM A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction

PUBLIC AFFAIRS COMMITTEE MEMBERS:

DAVID DIAS, CHAIR

KEVIN ALBANESE

DAVID DE LA TORRE

PASTOR HERRERA JR.

NANCY SPRINGER

Committee Chair David Dias will review the scheduled Committee actions and make appropriate announcements.



AGENDA ITEM B

Public Comment Session for Items not on the Agenda and Future Agenda Item Requests

(Note: Individuals may appear before the Committee to discuss items not on the agenda; however, the CSLB's Committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).



AGENDA ITEM C

Public Affairs Program Update

1. Online Highlights
2. Video/Digital Services
3. Media Relations Highlights
4. Industry and Licensee Highlights
5. Publication/Graphic Design Highlights
6. Community Outreach Highlights
7. Employee Relations, Development and Intranet (CSLBin)





CONTRACTORS STATE LICENSE BOARD

PUBLIC AFFAIRS PROGRAM UPDATE

CSLB's Public Affairs Office (PAO) is responsible for media, industry, licensee, and consumer relations, as well as outreach. PAO provides a wide range of services, including proactive public relations; response to media inquiries; community outreach, featuring Senior Scam StopperSM and Consumer Scam StopperSM seminars, and speeches to service groups and organizations; publication and newsletter development and distribution; contractor education and outreach; social media outreach to consumers, the construction industry, and other government entities; and website and employee Intranet content, including webcasts and video.

STAFFING UPDATE

PAO is staffed with six full-time positions and one part-time Student Assistant. The office is currently fully staffed, with the hiring of a new Information Officer I, who begins February 21, 2016.

ONLINE HIGHLIGHTS

CSLB Website Statistics

Month	Sessions	Users	Pageviews	Pages / Session	Ave. Session Duration	Bounce Rate	% New Sessions
February 2016	672,362	276,742	4,652,017	6.92	5:55	20.73%	22.83%
March	734,731	294,308	5,031,414	6.85	5:56	20.97%	22.54%
April	694,979	288,071	4,711,573	6.78	5:46	21.39%	23.99%
May	701,317	311,272	4,790,258	6.83	5:50	21.48%	31.66%
June	713,305	312,912	4,881,141	6.84	5:52	21.42%	31.32%
July	665,958	299,745	4,506,949	6.77	5:47	21.96%	31.92%
August	757,710	333,115	5,124,500	6.76	5:49	21.92%	31.72%
September	691,649	312,887	4,634,443	6.70	5:42	23.04%	32.30%
October	667,049	312,201	4,564,788	6.84	5:45	22.54%	34.15%
November	655,047	306,479	4,365,059	6.66	5:37	25.92%	33.87%
December	598,416	268,380	4,091,057	6.84	5:52	22.80%	31.45%
January 2017	740,028	333,487	5,059,165	6.84	5:52	22.83%	33.05%
12-Month Average	691,046	304,133	4,701,030	6.80	5:48	22.25%	30.07%
12-Month Total	8,292,551	3,649,599	56,412,364	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Types of Devices – By Percentage

Month	All Users			New Users Only		
	Desktop	Mobile	Tablet	Desktop	Mobile	Tablet
February 2016	75.63%	20.38%	3.99%	64.32%	29.50%	6.18%
March	75.77%	20.45%	3.78%	64.33%	29.82%	5.85%
April	75.04%	21.13%	3.83%	64.30%	30.00%	5.69%
May	74.98%	21.23%	3.80%	65.47%	28.88%	5.64%
June	75.32%	21.11%	3.57%	66.09%	28.46%	5.45%
July	74.16%	21.98%	3.87%	64.88%	29.37%	5.75%
August	75.01%	21.39%	3.60%	65.61%	28.98%	5.41%
September	74.70%	21.73%	3.58%	65.83%	28.92%	5.25%
October	74.52%	21.93%	3.55%	66.35%	28.59%	5.07%
November	76.56%	20.22%	3.22%	70.13%	25.53%	4.34%
December	74.75%	22.00%	3.25%	64.78%	30.24%	4.98%
January 2017	74.92%	21.66%	3.41%	66.30%	28.73%	4.97%
12 Month Avg.	75.11%	21.27%	3.62%	65.70%	28.92%	5.38%

The 25 Most Viewed Pages on CSLB Website

(Does Not Include Instant License Check or Online Services Pages)

October 1, 2016 – December 31, 2016

	Page Title	Page Views
1.	Forms and Applications	128,834
2.	Contractor Home Page	89,527
3.	Consumer Home Page	67,353
4.	Licensing Classifications	65,608
5.	Waiver Release Forms	64,678
6.	Contact CSLB	49,368
7.	B Licensing Classification	42,097
8.	Applicants Home Page	39,998
9.	Apply for a Contractor's License	38,069
10.	Contractors Overview	37,654
11.	Maintain/Change Your License	34,964
12.	Filing a Construction Complaint	32,935
13.	Before Applying for Exam	29,207
14.	Guides and Publications	29,030
15.	Examination Study Guides	19,346
16.	C-61 Licensing Classification	18,731

17.	Hire a Licensed Contractor	15,710
18.	Frequently Asked Questions	14,611
19.	About CSLB	13,966
20.	Mechanics Lien Industry Bulletin	13,927
21.	C-10 Licensing Classification	13,258
22.	Laws and Regulations	13,074
23.	A Licensing Classification	12,759
24.	Renew Your License	12,006
25.	Qualifying Experience for Exam	10,691

VIDEO/DIGITAL SERVICES

Public Meetings

- *Board Meetings – Webcasts*

PAO provided a live webcast for the December 8, 2016, quarterly Board meeting in San Jose

A live webcast is scheduled for the February 10, 2017, Licensing and Enforcement Committee meetings in Sacramento

Live Viewers for Recent Meeting Webcasts

9/19/16 Board Meeting	9/20/16 Board Meeting	10/28/16 Committee Meetings	11/03/16 Committee Meetings	12/8/16 Board Meeting
115	66	78	34	88

Social Media

Followers on CSLB's Social Media Channels

Date	Facebook	Twitter	YouTube	Periscope	Linkedin	Instagram	Flickr
Nov. 2010	86	50	2	-	-	-	-
Nov. 2011	731	638	20	-	-	-	-
Nov. 2012	1,139	1,040	282	-	-	-	-
Nov. 2013	1,457	1,349	343	-	-	-	-
Nov. 2014	1,796	1,622	352	-	-	-	-
Nov. 2015	2,228	1,824	434	10	14	-	-
Nov. 16, 2016	2,909	2,123	600	62	59	12	7

CSLB continues to use a variety of infographics to post information and engage with various audiences via social media. Below are examples of infographics recently posted on Facebook, Twitter, Instagram, and LinkedIn.



The use of infographics has increased CSLB's social media engagement by 67.5 percent, in comparison to posts without graphics.

Instagram Growth

CSLB continues to use Instagram as a visual tool to connect with followers, as the significance of images on the Internet grows in conjunction with the use of smartphones. CSLB's followers on Instagram have doubled since the December 2016 Board meeting.

Facebook Growth

Between January 2, 2017 and January 30, 2017, CSLB "reached" 26,321 people on its Facebook page.

- 68 percent of those who "react" to CSLB on Facebook are male; 31 percent female
- 56 percent of CSLB's Facebook fans are between the ages of 35 and 54

- Most viewed posts:

- Sting Properties Industry Bulletin - 3.3K reach

01/26/2017
12:24 pm



CSLB is encouraging licensees to consider attending free state busi

- Follow CSLB on Instagram - 1.9K reach

01/11/2017
4:48 pm



Don't miss an update! Stay plugg
ed into all of our social media cha

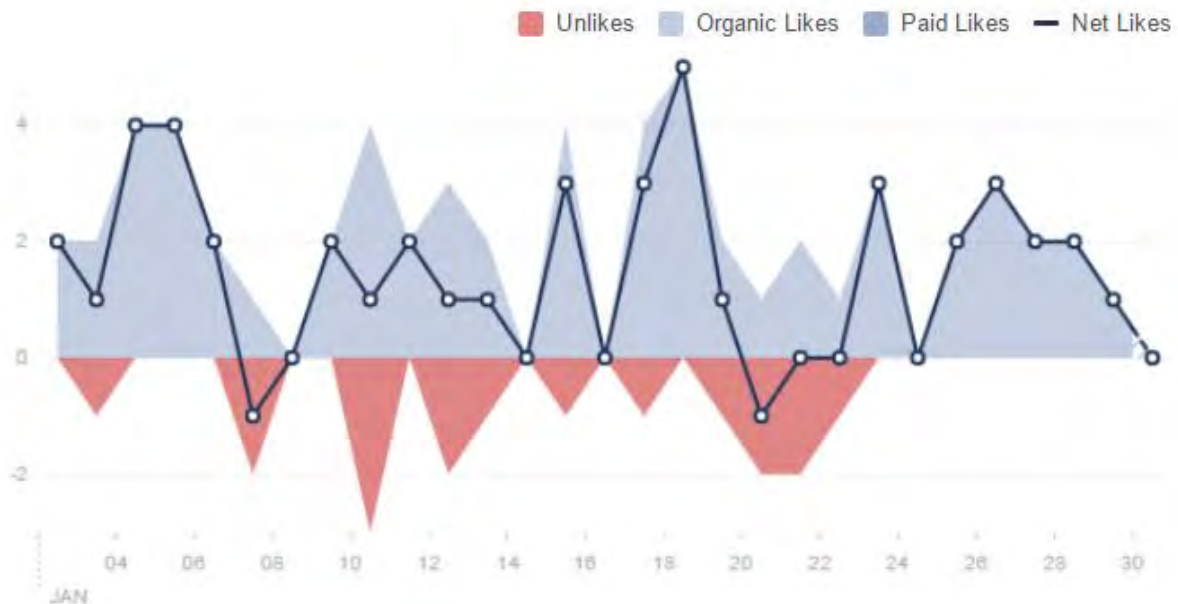
- KCRA interview with Rick Lopes - 1.8K reach

01/13/2017
3:11 pm



Check out CSLB's Chief of Publi
c Affairs, Rick Lopes, discussing

The following chart shows the net growth per day from January 2-30, 2017, for CSLB's Facebook page. The blue line represents individuals who have "liked" CSLB, and the red areas represent individuals who have "liked" CSLB at one point, but subsequently "un-liked" CSLB.



Twitter Growth

Between January 2, 2017 and January 30, 2017, CSLB gained 30 followers on Twitter, growing from 2,164 to 2,194.

- 67 percent of CSLB's followers are male; 33 percent female
 - The number of female followers increased 2 percent since the December 2016 Board meeting.
- Tweets receive an average of 25.2K impressions (views) per month
- Top tweets:

New 2017 Laws – 1.3K impressions



CA Contractors Board @CSLB
 Here's an overview of new construction laws for 2017. Details>>> http://hq-stage-web01/Media_Room/Industry_Bulletins/2016/December_30.aspx
pic.twitter.com/cn9HANAFUF

CSLB LinkedIn – 1.14K impressions



CA Contractors Board @CSLB
 There are plenty of new job opportunities in 2017! Follow CSLB on LinkedIn for the latest job announcements.
<https://www.linkedin.com/company/contractor-s-state-license-board> ...
pic.twitter.com/jGLNbUixIQ

Periscope Growth

CSLB currently uses Periscope to stream live videos before Board meetings and during outreach events. A link to the live stream can be sent out via social media and is available for viewers for 24 hours. Periscope allows viewers to send “hearts” (likes) to the broadcaster by tapping on the mobile screen as a form of appreciation. Viewers can also send comments and questions during the broadcast. CSLB has a total of 455 likes on its Periscope channel.



YouTube Growth

CSLB's YouTube Channel received 4,531 views between January 1, 2017 and January 28, 2017, an average of 161 visitors per day. Viewers watched a combined total of 13,270 minutes of video. CSLB gained 29 followers on YouTube, growing from 600 to 629 since the December 2016 Board meeting.

- CSLB has a total of 386,278 views since the page was created in 2009
- 85 percent of CSLB YouTube viewers are male; 15 percent female
 - The number of male followers has increased by 5 percent since the December 2016 Board meeting.
- 46 percent of viewers find CSLB videos through "suggested videos" on YouTube; 20 percent from external links; 13 percent from YouTube search; and 21 percent use other methods

Flickr Growth

CSLB is expanding its portfolio of photographs on Flickr, a no-cost, photo-sharing social media website.

Flickr allows PAO staff to upload and post high-resolution photos as individual photographs or in album format. Flickr also permits professional media and industry followers of CSLB to download photographs at the resolution level of their choosing.

As of January 30, 2017, CSLB had 250 photos available for download on Flickr.

LinkedIn Growth

PAO regularly posts current job vacancies to LinkedIn, a business-oriented social networking site primarily used for professional networking. LinkedIn can increase exposure and act as an effective recruiting tool to attract quality employees for CSLB positions.



Email Alert Feature

In May 2010, PAO launched a website feature that allows people to subscribe to their choice of four types of CSLB email alerts. PAO added a CSLB Job Openings category in May 2016:

- *California Licensed Contractor* newsletters
- News Releases/Consumer Alerts
- Industry Bulletins
- Public Meeting Notices/Agendas

An email containing all current CSLB job openings is sent out on a weekly basis.

The total subscriber database currently stands at 26,376, which includes 438 new accounts since the Board's December 2016 meeting.

Date	Industry Bulletins	Meeting Notices	CLC Newsletter	News Releases	Job Openings
May 2010	185	187	103	277	-
May 2011	2,390	1,531	3,141	2,361	-
May 2012	4,387	2,879	5,212	4,015	-
May 2013	5,089	3,341	5,975	4,660	-
May 2014	6,027	4,017	6,947	5,538	-
May 2015	6,459	4,273	7,293	5,852	-
May 2016	6,866	4,479	7,575	6,096	17
January 25, 2017	7,295	4,614	7,811	6,396	221

PAO also utilizes a database consisting of email addresses voluntarily submitted on license applications and renewal forms. That database now consists of addresses for 146,458 licensees, which brings the combined database to 172,834 addresses.

MEDIA RELATIONS HIGHLIGHTS

Media Calls

Between November 1, 2016 and January 25, 2017, PAO staff responded to 42 media inquiries. PAO provided interviews to a variety of online, newspaper, radio, magazine, and television outlets. The following chart breaks down these calls by month:

Date	# of Media Inquiries
November 2016	24
December 2016	6
January 1-25, 2017	12
Total	42

Media Events

On Thursday, February 2, 2017, PAO Chief Rick Lopes participated in a news conference held by Los Angeles City Attorney Mike Feuer to warn homeowners about falling victim to roofing scams after recent damaging storms that hit southern California.

As part of the news conference, Mr. Lopes demonstrated a scam commonly used by unlicensed contractors who go door-to-door offering homeowners, often elderly, a free attic and roof inspection. Mr. Lopes highlighted how easily homeowners can be led to believe there is a serious problem with their roof when, in fact, no problem exists.



More than one dozen news outlets, including many foreign language media, were at the news conference, earning widespread coverage of the consumer protection message.

News Releases

PAO continued its policy of aggressively distributing news releases to the media, especially to publicize enforcement actions and undercover sting operations. Between November 15, 2016 and February 2, 2017, PAO distributed six news releases.

Release Date	Release Title
November 28, 2016	For Some Unlicensed Contractors Caught in Fresno Undercover Sting It Was Like Déjà Vu All Over Again
November 30, 2016	Contractors State License Board Files Accusation to Suspend or Revoke License of General Contractor in Berkeley Balcony Collapse Case
December 14, 2016	CSLB Cites 12 Unlicensed Operators in a San Fernando Sting
January 13, 2017	Contractors State License Board Offers Advice for Consumers Ready to Make Flood Repairs
January 26, 2017	CSLB Warns Homeowners to Do Their Homework Before Undertaking Storm Repairs
February 2, 2017	CSLB Finds Contractors Lacking Licenses and Workers' Comp Insurance in Merced County

INDUSTRY/LICENSEE OUTREACH HIGHLIGHTS

California Licensed Contractor Newsletter

No newsletters have been issued since the December 2016 Board meeting.

Industry Bulletins

PAO alerts industry members to important and interesting news by distributing Industry Bulletins. Bulletins are sent out via email on an as-needed basis to almost 7,300 people and interested parties. Distribution includes those who signed up to receive the bulletins through CSLB's Email Alert System. Between November 15, 2016 and January 25, 2017, PAO distributed four industry bulletins.

Release Date	Bulletin Title
November 29, 2016	Registrar of Contractors Announces Upcoming Retirement
December 30, 2016	CSLB Outlines New 2017 Laws Affecting California's Construction Industry
January 24, 2017	California Construction Industry Urged to Help CSLB Conduct its Highly Successful Undercover Sting Operations
January 25, 2017	Free Workshops Available to Help Contractors Do Business with the State of California

PUBLICATION/GRAPHIC DESIGN HIGHLIGHTS

The following is an update of publication (print and online) and graphic design projects either completed or in progress since the December 2016 Board meeting.

Completed

- Law & Reference Book (2017 Edition)
- Asbestos: A Contractor's Guide and Open Book Exam
- Tips for Hiring a Roofing Contractor Brochure
- Choosing the Right Landscaper Brochure
- What is a Stop Order? Brochure

In Production

- Mandatory Arbitration Program Guide
- Voluntary Arbitration Program Guide
- What Seniors Should Know before Hiring a Contractor
- 2016 Accomplishments & Activities Report

**In Development**

- Consumer Publication
- Contractor Publication
- Applicant Publication
- Building Official Information Guide

COMMUNITY OUTREACH HIGHLIGHTS**Disaster Outreach**

While PAO did not conduct any formal disaster outreach efforts since the December 2016 meeting, PAO has conducted media outreach in the wake of January 2017 storms and floods, including the issuance of two news releases, which led to a number of media interviews.

Senior Scam StopperSM Seminars

CSLB's Senior Scam StopperSM seminars have been offered throughout the state since 1999, in cooperation with legislators, state and local agencies, law enforcement, district attorneys, and community-based organizations. Seminars provide information about construction-related scams and how seniors can protect themselves when hiring a contractor. Seniors are a vulnerable audience, often preyed upon by unlicensed or unscrupulous contractors.

Sessions feature expert speakers from many local, state, and federal agencies, who present broader topics, including identity theft, auto repair fraud, Medicare fraud, foreign lotteries, and mail fraud. In 2016, PAO conducted 98 Senior Scam StopperSM seminars; 568 since the program's inception.

The following seminars have been conducted and/or scheduled for January 2017 through June 2017:

Date	Location	Legislative/Community Partner(s)
February 10	Port Hueneme	Asm. Jacqui Irwin
February 17	Laguna Beach	Asm. Matthew Harper
February 23	Vacaville	Asm. Jim Frazier
March 3	Santa Ana	Asm. Tom Daly
March 10	Mission Viejo	Sen. Pat Bates / OC County Senior Day
March 17 (tentative)	Orange County – TBA	Asm. Travis Allen
March 22	Claremont	Asm. Chris Holden
March 24	Anaheim	Asm. Tom Daly
March 29	Clovis	Millennium Housing
April 20	Union City	Sen. Bob Wieckowski / Asm. Bill Quirk
April 27	Castro Valley	Sen. Bob Wieckowski / Asm. Bill Quirk
April 28	San Jose	Asm. Evan Low
June 16	Fremont	Sen. Wieckowski/Asm. Quirk

Consumer Scam StopperSM Seminars

In 2016, PAO conducted 72 Consumer Scam StopperSM seminars and speakers bureau or other outreach events.

Between January 2017 and June 2017, CSLB staff has been scheduled to speak/staff booths for the following nine organizations/events, as well as conducting Consumer Scam StopperSM seminars:

Date	Location	Organization/Event
February 4, 2017	Long Beach	PHCC Flow Expo
February 21, 2017	Dublin	East Bay Uniform Code Committee
February 21, 2017	Seal Beach	Mary Chapman
February 24, 2017	San Marino	Fraud Event – Asm. Ed Chau
March 7, 2017	Rossmoor	Sons in Retirement
March 8, 2017	Redding	Fraud Prevention Fair – Shasta Co. District Attorney's Office
April 5, 2017	Moraga	Sons in Retirement
April 13, 2017	Sacramento	Sacramento Co. Adult Protective Services Resource Fair
June 14, 2017	Richmond	Sons in Retirement

Industry Outreach

CSLB is an active member of the National Association of State Contractors Licensing Agencies (NASCLA). Currently, Registrar Cindi Christenson leads NASCLA's ad hoc Solar Energy Committee, which is charged with creating a brochure targeted to homeowners considering solar energy systems. PAO assisted in the development of the brochure, which is currently undergoing final review.

EMPLOYEE RELATIONS

Intranet (CSLBin)

CSLBin, the employee-only Intranet site, was launched in November 2013. Stories and photos highlight employee and organizational accomplishments. In addition to employee news, the site also is kept current with the latest forms, policies, reports, and other information used by CSLB staff around the state.



Recent articles include CSLB staff participation in Enforcement's Employee Development Class, updates on the Registrar's and Chief Deputy Registrar's retirement, highlights from the HQ Holiday Luncheon, and the new leadership in the



Licensing division. PAO also used the Intranet to recognize the 55th anniversary of the appointment of the Board's first public member and to emphasize the importance of data security.

In addition to these articles, new documents were added as resources for staff. The link to the 2017 Law Book and training guides for the new VOIP telephone system were made available in the "Employees" section.

Registrar Retirement

12.19.16

Here is an update on the pending retirements of both our Registrar and Chief Deputy Registrar. As was first announced last week, **Cindi Christenson** and **Cindy Kanemoto** are both retiring within the next six months.

Ms. Kanemoto's last day at CSLB will be December 30, 2016; Registrar Christenson's retirement will take effect on May 1, 2017.

The process of selecting and hiring a new Registrar, which is the responsibility of the Board, will begin



New Leadership in Licensing

01.04.17

Batman and Robin, Penn and Teller, peanut butter and jelly, milk and cookies... another dynamic duo is added to the list as **Laura Zuniga** and **Michael Jammetski** join Licensing Managers **Charlotte Allison** and **Nicole Newman** in leading CSLB's Licensing division.



As of January 3, Laura has officially stepped in as Licensing Chief. Laura served as Chief of Legislation for nearly six years, using her expertise to tighten-up contracting laws. Before she joined CSLB, she oversaw 38 boards and bureaus at DCA, and then 15 legislative programs at the State and Consumer Services

Agency. At CSLB, Laura was able to put her full focus into managing one outstanding program and earned a reputation for excellence while leading the

All Was Merry and Bright at the HQ Holiday Luncheon

12.22.16

The more, the merrier! CSLB employees gathered last Wednesday to celebrate the holiday season during the Annual Employee Appreciation Holiday Luncheon at Headquarters. Co-workers who have become friends feasted on a delicious meal prepared by Board member **Augie Beltran**, **Tim Litton**, **Mike Leong**, **Doyle Smith**, **Curtis Kelly**, **Antoli Gavriluk**, **Chris Pedroza** and **Gary Woodworth**.



The hearing room was transformed into a winter wonderland with snowflakes hanging from the ceiling and tiny Christmas trees and poinsettias decking the tables. Registrar **Cindi Christenson**, Chief Deputy Registrar **Cindy**

CSLB Makes an Investment in Employees' Future

12.30.16

As the new year approaches, many of you might be thinking about resolutions aimed toward personal growth. The road to self-improvement began early for almost 70 Enforcement division employees last week as they attended a "Career Class." The class focused on career development and discussed ways employees can utilize their skills and resources to become successful on the road to retirement.

Board member **Marlo Richardson** welcomed the three classes; two at Sacramento headquarters and one in Norwalk, stating her goal was not just to meet the staff, but to do what she could to help them grow professionally.

Enforcement representative, **Doug Galbraith**, coordinated the training.



AGENDA ITEM D

Review and Discussion Regarding Consumer Outreach Materials for Purchasing or Leasing a Solar Energy System





Background

Two items on the 2016-18 CSLB Strategic Plan involve solar:

- Enforcement division item 2.3 includes development of education tactics to address deceptive tactics in the solar industry; and
- Public Affairs Office item 4.4 centers on development of solar outreach material.

Purpose

Review and discuss the various materials currently being developed.

DRAFT WEBSITE COPY

Want to Go Solar?

When it comes to going green, especially utilizing solar energy, California leads the nation. Our solar industry is booming. It's never been easier or more affordable to go solar. If you're considering installing a residential solar system, there's important information you need to consider.

Is Solar Power Right for You?

- **How Long Do You Plan to Stay in Your Current Home?**
It will take a number of years to recoup in energy savings the money you'll pay for your solar system. If you're thinking about moving within the next five years, solar may not be a good idea right now.
- **Determine Your Current Use and How Much Your Electricity Costs**
Determine how much electricity you use each year, and how much you pay for each kilowatt-hour (kWh) from your current electricity provider. Also determine the breakeven point, when the money you save every month will equal the cost of the system.
- **Which Way Does Your Roof Point?**
Make sure your roof is oriented toward the southern (including southwestern and southeastern) sky, and isn't shaded by trees or other obstructions that could limit the amount of energy your system can generate.
- **How Old is Your Roof?**
If your roof is less than seven years old, you might want to put solar off until it's time to re-roof, so you can get the full worth of your current roof. The cost to remove and then put back a solar system when a roof needs replacement may be more than the money you'll save by going solar.



Solar Isn't Free

Although the sun is free, paying for a home residential solar system isn't. The cost of a new solar system is typically \$15,000 to \$20,000, and some financing programs require that you pay off your solar system loan before you can sell or refinance your home.

Many of the solar-related complaints that consumers file with CSLB involve a lack of specificity of contract terms, or the use of complex terms that were not fully explained, or the glossing over of potentially important issues when a contract was signed.

Do your homework and make sure you fully understand the different financing options, so you can choose what's best for you.

The three most popular financing options are:

- **Buying**

You purchase your solar system with cash or a loan. Financing can be traditional home improvement loans, as well as other programs where payments can be added to either your property tax or utility bill. Common names for those programs are PACE, HERO, CHEEF, or REEL.

Pros

- May increase the value of your home
- You receive all tax credits and other available deductions and incentives
- You get all the electricity produced by the system at no cost

Cons

- You're responsible for the system maintenance and all repairs
- You're out of luck if the system can't produce enough electricity to pay for itself
- Some financing programs may charge above-market interest rates, may place liens against your property, or may require that the solar system loan be paid off prior to selling or refinancing your home

Things to Remember

- Don't allow payments to your contractor without your approval; otherwise he or she may stop working after getting paid



- **Leasing**

You can lease a solar system for a fixed term (typically 20 years), during which time you'll make fixed monthly payments (which may include an escalator clause) to the solar company while receiving the electricity the system produces.

Pros

- Little or no upfront costs
- Ideally, you would pay less for the energy produced by the system over the term of the lease than you would have paid for the same amount of energy from your current electricity provider
- Solar company is responsible for system maintenance and all repairs

Cons

- Since the solar company owns the system, they receive all tax credits and available deductions and incentives
- Selling your home during the term of the lease can get complicated

Things to Remember

- You may be able to purchase the solar system after a certain amount of time

- **Power Purchase Agreements (PPAs)**

The solar company installs the system at no cost to you and sells you the power it generates at an agreed upon rate

You agree to allow a company to install and own a solar system on your home, and you purchase the electricity produced at a pre-established price per kWh (often with an escalator clause). As with a lease, the company gets the tax benefits, and the sale of your home can become complicated.

Pros

- Little or no upfront costs
- You may be able to purchase the system outright during the terms of the agreement

Cons

- You may be required to pay for all energy the solar system produces, even if you don't use it
- Since the solar company owns the system, they receive all tax credits and available deductions and incentives
- Selling your home during the term of the agreement can get complicated

Things to Remember

- Think of a PPA's escalator clause like you would a variable rate home mortgage that goes up every year. Check to see if solar company offers a



fixed rate. That fixed rate, much like a fixed-rate mortgage, will likely be higher than what you would pay in the first year of a PPA, but will remain locked-in for the entire life of the PPA.

Other Things to Remember

- **Check the License First**

There are thousands of licensed contractors in California who can legally install photovoltaic solar systems in California because they hold one or more of the following license classifications:

- "A" – General Engineering contractors are authorized to install solar energy systems.
- "B" – General Building contractors are authorized to install solar energy systems within the definition of B&P Code section 7057, since a solar energy system constitutes the use of two unrelated building trades or crafts
- C-4 – Boiler, Hot-Water Heating and Steam Fitting contractors are authorized to perform projects that include solar heating equipment associated with systems authorized by this classification
- C-10 – Electrical contractors are authorized to perform any solar projects that generate, transmit, transform, or utilize electrical energy in any form for any purpose
- C-36 – Plumbing contractors are authorized to perform any project using solar equipment to heat water or fluids to a suitable temperature
- C-46 – Solar contractors install, modify, maintain, and repair thermal and photovoltaic solar energy systems. A licensee in this classification shall not undertake or perform building or construction trades, crafts or skills, except when required to install a thermal or photovoltaic solar energy system.
- C-53 – Swimming Pool contractors are authorized to install solar heating in swimming pool projects

Solar sales representatives (who are not in a storefront operation) must be registered with CSLB as Home Improvement Salespeople. Do *not* use a contractor who is not licensed to perform solar work.

Check a license or registration status [here](#).

- **Shop & Compare**

Get competing bids from at least three contractors, and research those you are considering. Ask for and check their references.

- **Do the Math**

Don't rely on a contractor or salesperson's promises. Use all specific cost figures *in writing*, your current power costs, and your electricity usage to determine if solar makes sense for you. There are cost calculators available online to assist you. If you are considering a lease or PPA, make sure you understand any escalators that will increase the costs over time.



- **Get it in Writing**

Once you select a contractor, make sure the contract you sign spells out everything you were promised, including all costs, the timeline for installation, and the exact equipment and number of panels to be used. Make sure the contract specifies that the contractor will pull all required building permits. If you were promised a minimum amount of power generation, be sure it's written into the contract.

- **Review the Contract Closely**

Take time to review the contract *closely*. Look for any hidden costs that were not disclosed. Make sure the contract explains how potential problems (maintenance, warranty, dispute resolution, etc.) will be handled.

For lease and PPA contracts, beware of excessive cost escalators; and read what happens if you want to sell your home, if you want to exit the lease early, or if the equipment does not perform as promised.

- **Ask Questions**

Don't hesitate to ask your contractor questions about the contract and the proposed installation. A good contractor will be happy to address concerns now to avoid misunderstandings later.

- **Don't Rush**

Do not be pressured into making a rash decision. The solar market in California is very competitive, and there is no need to rush into signing a contract. If you have second thoughts after signing, California law allows you to cancel the contract without any penalty within three business days. To avoid problems, do not allow construction to begin during this three-day rescission period.

More Solar Resources

Below are links to additional resources to help ensure you make informed decisions about what can be considered a complex investment. This is not an all-inclusive list, but is a great place to start.

While CSLB does not endorse these materials, the information linked here is provided by local, state, and federal agencies, public-private partnerships, or nonprofit groups.

Have we missed anything? Drop us an [email](#) and let us know how we can make this page better or send us suggested links to add to this list.

[Solar Energy Basics \(U.S. Department of Energy\)](#)

This is an overview of various solar technologies, including solar photovoltaic and solar water heating.

[Solar Electricity Basics \(Energy Upgrade California\)](#)

This is an overview of a basic solar installation, including how panels work, and related costs.

**[Guide to Solar Lingo \(U.S. Department of Energy\)](#)**

This is the U.S. Department of Energy's handy glossary of solar terms.

[National Utility Rate Database](#)

This is a database where you can find current electricity rates in your area.

[Consumer Solar Checklist \(Interstate Renewable Energy Council\)](#)

This is a checklist of questions consumers should ask when considering a residential solar energy system.

[Go Solar California \(California Energy Commission / California Public Utilities Commission\)](#)

- **[Solar Calculators](#)**

This links you to a number of different online calculators that provide estimates of costs, paybacks, and electricity production for solar systems.

- **[California Solar Initiative Incentive Calculators](#)**

These calculators provides an estimated system size and incentive amount of a solar electric system.

- **[Net Energy Metering Information](#)**

This helps you understand how you sell power back to your power provider if your solar system produces more electricity than you use.

[Residential Consumer Guide to Solar Power \(Solar Energy Industries Association\)](#)

This solar industry association guide provides an overview of ownership options, and key questions to ask before entering into any solar agreement.

[A Homeowner's Guide to Solar Financing – Clean Energy States Alliance/U.S. Department of Energy](#)

This guide to financing options includes helpful checklists of questions to ask.

[Clean Energy Financing \(Center for Sustainable Energy\)](#)

This is an outline of some financing options available, including “Go Green Financing” and “Property Assessed Clean Energy” (PACE) financing.

[California Hub for Energy Efficiency Financing \(CHEEF\)](#)

This provides information on a public-private partnership among state agencies, utilities, and lenders. The financing program is administered by the California State Treasurer's office.

[Solar Leasing for Residential Photovoltaic Systems \(National Renewable Energy Laboratory\)](#)






This guide provides an overview of the solar equipment leasing option.



tips

HIRING THE RIGHT CONTRACTOR

There are thousands of solar businesses across the country. When choosing the company that best fits your needs, keep these tips in mind:

-  **Deal only with State Licensed Contractors**
Check with your state's licensing board to make sure the contractor is properly licensed to install a solar energy system.
-  **Get at Least Three Written Bids**
Make sure the bids are all based on the same work and material specifications. Get all the information in writing.
-  **Ask the Contractors for Three References**
Ask the references if they are satisfied with the work and if the contractor kept to the construction schedule and contract terms. If you can, visit the reference's homes to see the work yourself.
-  **Get Your Contract/Agreement in Writing**
The contract should detail all the work to be done, the materials to be used and the system to be installed. Be sure there is a schedule of payments and a timeline for when the work will be completed. Make sure the contract requires the contractor to pull all building permits. Be sure you understand the contract before signing it since they are legally binding. All changes to the contract should be made in writing and signed by both parties.
-  **Don't Make a Big Down Payment**
Check the down payment laws in your state. Generally, do not pay more than 10% or \$1,000 down, whichever is less. Don't make the final payment until you're satisfied with the completed work. Verify all liens on your property have been released.
-  **Get All Building Permits and Inspections**
Make sure your contractor pulls all building permits and that inspections are completed.



additional resources

- U.S. Department of Energy**
Phone: (202) 586-5000
www.energy.gov
- Interstate Renewable Energy Council**
Phone: (518) 621-7379
www.irecusa.org
- National Renewable Energy Laboratory**
Phone: (202) 488-2200
www.nrel.gov
- Solar Energy Industries Association**
Phone: (202) 682-0556
www.seia.org
- Better Business Bureau**
Phone: (703) 276-0100
www.bbb.org
- National Association of State Contractors Licensing Agencies**
Phone: (866) 948-3363
www.nascla.org
- State Consumer Protection Agencies**
Phone: (844) 872-4681
www.usa.gov/state-consumer
- Your State's Attorney General**
Phone: (202) 326-6000
www.naag.org



23309 North 17th Drive, Unit 110
Phoenix, Arizona 85027
Phone: (623) 587-9354 | Fax: (623) 587-9625
www.nascla.org

A CONSUMER'S GUIDE TO SOLAR POWER FOR THE HOME



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IS SOLAR POWER RIGHT FOR YOU?

There are many factors to consider when deciding if solar is right for you.

How Long Do You Plan to Stay in Your Current Home?

It will take a number of years to recoup in energy savings the money you'll pay for your solar system.

Roof Orientation

Make sure your roof is oriented toward the southern (including southwestern and southeastern) sky, and isn't shaded by trees or other obstructions that could limit the amount of energy you can generate.

Age of Roof

If your roof is less than seven years old, you might want to wait until it's time to re-roof, so you can get the full worth of your current roof.

Kilowatts of Power and Your Cost

Get together a year's worth of electric bills and determine how much you currently pay for a kilowatt (kW) of power. Your savings depends on the cost of the electricity from your solar system compared to the kW cost from your current utility. This will also help to estimate the size of the solar system you'll need and possible rebates.

Payment

Determine how you're going to pay for your new solar system. There are many options.



SOLAR ISN'T FREE

Although the sun is free, paying for a home solar system for your home isn't. The cost of a new solar system is typically \$15,000 to \$20,000 and some financing programs require that you pay off your solar system loan before you can sell or refinance your home. The three most popular choices are:

Buying/Financing

You can purchase your solar system with cash or a loan. The purchase will help increase the value of your home and provide tax credits and other available deductions. As the owner of the solar system you are responsible for its maintenance and repair. Make sure you control when loan payments are made to your contractor. If not, the contractor may stop working after getting paid.

Some states have implemented Property Assessed Clean Energy (PACE) financing programs, which add the loan payments to your property tax bill. Be aware that some solar-specific financing programs may place liens against your property and may charge above-market interest rates.

Leasing

You can lease a solar system for a fixed term, during which time you make fixed monthly payments (which may include an escalator clause) to the solar company, while receiving the electricity that system produces. Ideally, you would pay less for the energy produced by the system over the term of the lease than you would have paid for the same amount of energy from your current electricity provider.

The solar company owns the system, so is responsible for its upkeep, and gets the tax credits and other available deductions. You may be able to purchase the system after a certain amount of time. Be aware that selling your home during the term of the lease can get complicated.



Power Purchase Agreements (PPA)

Typically, the solar company installs the system at no cost you and sells you the power it generates at an agreed upon rate. You may be required to pay for all energy the solar system produces, even if you don't use it.

The solar company owns the system, so is responsible for its upkeep, and gets the tax credits and other available deductions. You may be able to purchase the system after a certain amount of time. Be aware that selling your home during the term of the agreement can get complicated.

Return on Your Investment

Many factors determine the time it takes to see a return from your solar system, including the current amount of your electricity bill. If your bill amounts are low, you'll like have a 20-plus year payback. If you have a large bill, you may see a return on your investment in as little as 7 to 10 years.

OTHER THINGS TO REMEMBER

Payments for solar loans and leases can last as long as 20 years. Check the numbers carefully to make sure you'll save money. Be wary if a solar company promises specific savings or tells you that electricity costs from your utility will be a specific amount.



AGENDA ITEM E

2016-18 Strategic Plan Update; Discussion and Possible Action on 2017-18 Public Affairs Objectives



Background

At the March 2016 Board meeting, Board members approved seven objectives for the Public Affairs Office to complete over the upcoming two years. In addition, PAO was charged with partnering with the Licensing and Enforcement divisions for the completion of two additional objectives, as noted below.

Purpose

Review and discuss current objectives and determine if any new objectives will be added or current objectives removed for the upcoming year.

2016-18 Public Affairs Strategic Plan Objectives

(E) “Essential”

(I) “Important”

(B) “Beneficial”

PUBLIC AFFAIRS OBJECTIVES	TARGET	DESCRIPTION	STATUS
4.1 Complete Flagship Consumer Publication (E)	September 2016	Update of <i>What You Should Know Before You Hire a Licensed Contractor</i> booklet	Delayed pending hiring of new publications coordinator New target: June 2017
4.2 Complete Flagship Contractor Publication – for Licensees (E)	November 2016	Creation of new publication targeted toward journeymen, applicants, and licensees	Delayed pending hiring of new publications coordinator New target: November 2017
4.3 Update Communications Plan for 2017-2019 (E)	December 2016	Formal guideline that provides overview of Public Affairs objectives, goals, audiences, tools, and timetables to reach those audiences, and plans to evaluate results	Completed Approved by full Board on December 8, 2016
4.4 Develop Solar Outreach Material (I)	March 2017	Create page on CSLB website to link consumers to most reliable solar-related information, supplemented by newly created CSLB material	On-Target Currently developing links and other information Discussed on Agenda Item D
4.5 Develop Orientation Videos for New Staff/Board Members (I)	December 2017	Produce series of videos to be used as part of efforts to introduce staff and Board members to CSLB (see Administrative Objective 5)	Not yet started
4.6 Develop Schedule for Opt-In, “Find a Contractor” Website Feature (E)	June 2018	Web-based feature that enables consumers to get a list of available licensed contractors in specific license classifications for specific geographic locations	Not yet started AB 2486 was enrolled on August 22, 2016

4.7 Expand Consumer Scam Stopper Outreach Program (B)	June 2018	Look for opportunities to expand CSLB's face-to-face outreach to groups other than seniors	Currently developing possible options
4.8 Complete Flagship Contractor Publication – for Journeymen/Applicants (E)	September 2017	Creation of new publication targeted toward licensees	PROPOSED

2016-18 Licensing Objective

1.1 Revise Application Package and Related Outreach Material (E)	January 2016	In conjunction with Public Affairs, update package of application materials to decrease confusion, increase compliance, and reduce the time to issue new licenses	Completed update of application materials; awaiting IT programming
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2016-18 Enforcement Objective

2.3 Develop Strategies to Reduce Solar Industry Fraud (E)	December 2016	Develop outreach, education, and enforcement tactics to address deceptive tactics in solar industry	A consumer fact sheet and enforcement strategies have been developed; a solar enforcement strategy is include as Agenda Item E of the Enforcement Committee meeting.
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AGENDA ITEM F

Adjournment

